

Business Continuity and Disaster Recovery Plan

Approved by the Bay Aging Board of Directors

September 2026

****PUBLIC RELEASE****

Emergency Contacts Omitted for Public Release

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Section I: Introduction

Purpose

The purpose of this Business Continuity and Disaster Recovery Plan (BC/DR Plan) is to provide a systematic approach to prepare and to follow in the event of an emergency or disaster and the process of recovery, to include describing the strategy devised to maintain business continuity in the event of a facilities disruption.

Emergencies, disasters, accidents, injuries, and contagious disease/flu outbreaks can occur at any time and without warning. Being prepared physically and mentally to handle emergencies is an individual as well as an organizational responsibility.

This plan has been developed to protect staff and visitors and to restore the critical business functions of Bay Aging.

Bay Aging's priorities in any emergency are:

- The safety and well-being of Bay Aging employees and clients.
- Securing and restoration of the building and equipment.
- Recovery to quickly resume services to Bay Aging clients and the community at large.

To ensure that Bay Aging continues its mission after a disaster strikes, this plan integrates business continuity planning principles.

Even if Bay Aging's building(s) are unharmed by an event and all of Bay Aging's employees are unhurt, a disaster can threaten the continuation of Bay Aging's survival. If many of Bay Aging's clients are severely impacted by a disaster, Bay Aging services could be lost at a time when the community is experiencing increased need for them to recover.

Objectives

The objective of the BC/DR Plan is to minimize the critical decisions to be made in a time of crisis, and to facilitate the timely recovery of Bay Aging's core business functions.

Key Components

- Planning and preparation
- Crisis management
- Response
- Recovery

Critical Business Functions

Bay Aging's mission is to provide programs and services that support individuals' and families' independence to remain in the home of their choosing for as long as possible. After a disaster, Bay Aging's mission remains to support our clients' independence and the community's recovery efforts.

After an event, in addition to recovering programs and services, Bay Aging will focus on assisting clients and community members with their recovery efforts to the best of its capacity. Bay Aging is not an Emergency Response organization. All external recovery efforts need to be approved by the President/CEO.

Needed for critical functions:

- Office space
- Communication systems such as phone and internet service
- Laptop computers with basic business software
- Vital data and files such as contact lists and recovery program information

Equipment / Vehicles

Bay Aging does not depend upon specialized equipment to carry out critical business functions. Laptop/Desktop computers, printers and other small, common office equipment are required. Ensure the following steps are taken to protect office equipment before an emergency:

- Back-up files and store in a safe place.
- Cover equipment with plastic sheeting.
- Turn off all computers, monitors, and printers – Unplug from outlets.
- Turn off copiers and fax machines – Unplug from outlets.
- Take all equipment off the floor.
- Take all you can off the floor (papers, boxes, etc.)

Bay Transit, a division of Bay Aging, will arrange for movement of fleet vehicles, including busses and trollies, to a predetermined location. Post emergency, fleet vehicles will be used to transport food, clothing, medical supplies, etc. to local residents in need.

Shelf Stable Meals

Meals on Wheels recipients should already have a supply of shelf stable meals.
If needed, additional meals can be accessed at the following locations:

- ALL active lifestyle centers
- ALL adult day care centers
- ALL regional transit offices
- ALL Urbanna Bay Aging Offices
- Montross Bay Aging Office

Changes to the Plan/Maintenance Responsibilities

Maintenance of the Bay Aging BC/DR Plan is the joint responsibility of the designated Business Continuity and Disaster Recovery Plan Coordinator, President/CEO, and Emergency Lead Team (ELT). *(For current Plan Coordinator and ELT members, see Appendix A)*

- The President/CEO is responsible for:
    1. Periodically reviewing the adequacy and appropriateness of its Business Continuity strategy.
    2. Assessing the impact on the Bay Aging Business Continuity Plan of additions or changes to existing business functions, Bay Aging procedures, equipment, and facilities requirements.
    3. Keeping ELT assignments current, taking into account promotions, transfers, and terminations.
    4. Communicating all plan changes to the Business Continuity and Disaster Recovery Coordinator so that the master plan can be updated.
- The ELT is responsible for:
    1. Maintaining and/or monitoring offsite office space sufficient for critical Bay Aging functions and to meet the agency's facility recovery time frames.
    2. Communicating changes in the Business Continuity and Disaster Recovery Plan that would affect groups/departments to those groups/departments in a timely manner so they can make any necessary changes.
    3. Communicating all plan changes to the Business Continuity and Disaster Recovery Coordinator so that the master plan can be updated.
- The BC/DR Plan Coordinator is responsible for:
    1. Keeping Bay Aging's Business Continuity and Disaster Recovery Plan updated with changes made to facilities' plans.

Plan Testing and Training Procedures / Responsibilities

Department Heads are responsible for ensuring the workability of their BC/DR Plan. This should be periodically verified by active and passive testing. Department Heads are also responsible for ensuring that the personnel who would carry out the BC/DR Plan are sufficiently aware of the plan's details.

Section II: Business Continuity Strategy

This section of the Bay Aging BC/DR Plan describes the strategy devised to maintain business continuity in the event of a facilities disruption. This strategy would be invoked should Bay Aging's primary facility somehow be damaged or inaccessible.

Business Function Recovery Priorities

The strategy is to recover Bay Aging's critical business functions at the alternate site location. The IT department will recover IT functions based on the critical departmental business functions and defined strategies. *(For a list of time critical business functions, see Appendix B)*

Relocation Strategy and Alternate Business Site

In the event of a disaster or disruption to the office facilities, the strategy is to recover operations by relocating to an alternate business site. The short-term strategies (for disruptions lasting two weeks or less), which have been selected, include:

Primary Location	Alternate Business Sites
Bay Aging (Building A) 5306 Old Virginia Street Urbanna, VA 23175	UB-B, UB-C, & UB-D Offices 5324, 5370, & 5372-A Old Virginia Street Urbanna, VA 23175
	UB-R Office 5399 Old Virginia Street Urbanna, VA 23175
	Port Town Village 111 Port Town Lane Urbanna, VA 23175
	Daffodil Gardens 5954 Garden Grove Lane Gloucester, VA 23061
	Telecommute

For all locations, if a long-term disruption occurs (i.e. major building destruction, etc.); the above strategies will be used in the short-term (less than two weeks). The long-term strategies will be to acquire/lease and equip new office space in another building in the same metropolitan area.

Continuity of Management

President / CEO

In the event of an emergency requiring Bay Aging's President/CEO succession, the senior staff member in consultation with the Chairman of the Board will manage the day to day operations in accordance with Bay Aging's policies and procedures. *(For the President/CEO Emergency Succession Planning Timeline, see Appendix C)*

Board of Directors

During the continuation of an emergency, the Executive Committee will be authorized with all powers of the Board of Directors if there are not sufficient Board members for a quorum. In the event there is no quorum for the Executive Committee, those from the Board who remain will serve, along with remaining Executive Committee members, as an Emergency Management Committee with all the powers of the Board during the continuation of an emergency.

Recovery Plan Phases

The activities necessary to recover from a Bay Aging facilities disaster or disruption will be divided into four phases. These phases will follow each other sequentially in time.

1. Disaster Occurrence

   This phase begins with the occurrence of the disaster event and continues until a decision is made to activate the recovery plans. The major activities that take place in this phase includes: emergency response measures, notification of management, damage assessment activities, and declaration of Emergency.

2. Plan Activation

   In this phase, the Business Continuity Plans are put into effect. This phase continues until the alternate facility is occupied, critical business functions reestablished, and computer system service restored to Bay Aging's Departments. The major activities in this phase include: notification and assembly of the recovery teams, implementation of interim procedures, and relocation to the secondary facility/backup site, and re-establishment of data communications.

3. Alternate Site Operations

   This phase begins after secondary facility operations are established and continues until the primary facility is restored. The primary recovery activities during this phase are backlog reduction and alternate facility processing procedures.

4. Transition to Primary Site

   This phase consists of any and all activities necessary to make the transition back to a primary facility location.

Vital Records

The President/CEO is responsible for ensuring that records and data vital to the continuation and recovery of Bay Aging are identified and protected. Vital records need to be backed up on one or more media and maintained off site in a protected environment.

Records that meet any of the following criteria will be considered vital.

- Required for Bay Aging's success
- Required for legal reasons
- Required by a regulatory agency
- Required to support recovery efforts

Examples of vital records include employee data, payroll, financial and banking records, client contact lists, and insurance policies. During an event, records of expenses may be needed to support insurance claims.

On-line Access to Bay Aging Computer Systems

In the event of a facilities disruption, the IT Disaster Recovery Plan strategy should be to assist in re-establishing connectivity to Bay Aging's departments and to establish remote communications to any alternate business site location. If the data center is affected by a disaster or disruption, the IT Disaster Recovery Plan should include recovering processing at a pre-determined alternate site. Services covered would include; phones, cellular phones, communications, and all other services required for restoring limited emergency service to the organization.

In this case, data communications will be rerouted from the data processing hot or cold site to the respective alternate business site locations

Mail and Report Distribution

During the time that Bay Aging's operations are run from the secondary facilities, output reports and forms will have to be delivered to that location. The data center may or may not have the same print capability if the disruption affected the data center as well, so it may be necessary to prioritize printing of output.

The Administration Department in conjunction with designated delivery/courier services will distribute mail to all Bay Aging alternate business sites. Due to the possibility of multiple alternate business sites and the additional travel time required for mail service activities, the number of mail pickups and deliveries could possibly be decreased from the normal daily routine to once daily. Mail pickup and delivery schedules, including overnight mail, will be established and communicated to each alternate business site. Overnight mail/package delivery carriers should be contacted directly by a business function for items requiring pickup after the last scheduled pickup by the Administration Department. All overnight mail service vendors will be notified by the Administration Department of appropriate alternate office addresses to redirect deliverables to Bay Aging personnel or provide for pick up at the post office by a Team member.

Section III: Recovery Teams

This section of the plan identifies who will participate in the recovery process for the Bay Aging BC/DR Plan. The participants are organized into one or more teams. Team members are assigned either to specific responsibilities or as general team members to carry out tasks as needed.

Recovery Team Assignments

This section identifies the team roles and the specific responsibilities that have been assigned to the team. *(For current list of team members, see Appendix A)*

President / CEO

In the event of a disaster, the President / CEO is responsible for ensuring that the following activities are successfully completed:

- Works with the ELT to officially declare a disaster and start the Business Continuity and Disaster Recovery process to recover Bay Aging's business functions at an alternate site.
- Makes the decision to close Bay Aging office(s) and determines whether employees will report to work.
- Alert Bay Aging's Senior Leadership that a disaster has been declared.
- Communication with Virginia Department of Aging and Rehabilitative Services.
- Development of an official public statement concerning the disaster.
- Interface with appropriate work management personnel throughout the recovery process.
- Provide on-going support and guidance to the Business Continuity teams and personnel.
- Review staff availability and recommend alternate assignments, if necessary.
- Authorize the use of the alternate recovery site selected for re-deploying critical Bay Aging resources.
- Review any critical processing schedules and backlog work progress, daily.
- The President/CEO shall delegate responsibility for emergency decisions in the event of his/her absence to a member of the ELT or appropriate staff member.

Emergency Lead Team (ELT)

This team is responsible for:

- The safety of all employees.
- Alerting local news stations of office closures.
- Communicating with local emergency management offices to determine appropriate level of response and communicating with other senior leadership as practical.
- Monitoring the progress of all Business Continuity and Disaster Recovery teams daily.
- Presenting Business Continuity Plan recovery status reports to Senior Management on a daily basis.

- Ensure that a record of all Business Continuity and Disaster Recovery activity and expenses incurred by Bay Aging is being maintained.

Human Resources Team

This team is responsible for:

- Providing information regarding the disaster and recovery efforts to employees and families.
- Assisting in arranging cash advances if out of area travel is required.
- Notifying employee's emergency contact of employee injury or fatality.
- Ensuring the processing of all life, health, and accident insurance claims as required.
- Coordinates temporary organization employee requests.
- Contacts the Employee Assistance Program (EAP) for Crisis/Disaster Support/Resources for staff

Information Technology Recovery Team

This team is responsible for:

- Activating the IT Technology Recovery Plan.
- Managing the IT disaster response and recovery procedures.
- Mobilizing and managing IT resources.
- Coordinating all communications related activities, as required, with telephone & data communications, PC, LAN support personnel, and other IT related vendors.
- Assisting, as required, in the acquisition and installation of equipment at the recovery site.
- Ensuring that cellular telephones, and other special order equipment and supplies are delivered to teams as requested.
- Participating in testing equipment and facilities.
- Participating in the transfer of operations from the alternate site as required.
- Coordinating telephone setup at the recovery site.
- Coordinating and performing restoration or replacement of all desktop PCs, LANs, telephones, and telecommunications access at the damaged site.
- Coordinating Disaster Recovery/IT efforts between different departments in the same or remote locations.
- Training Disaster Recovery/IT Team Members.
- Keeping the President/CEO and Senior Management appraised of recovery status.

Staff Responsibilities

An emergency event can occur at an employee's home, in part of or throughout the community, or at Bay Aging's office building(s).

Bay Aging staff members are responsible for making every attempt to contact their supervisor as to their location and safety.

Staff Contact Information

Bay Aging will regularly update and maintain an employee roster with all available contact information. *(For current Staff Emergency Contact Information, see Appendix D)*

Emergency Notification

Bay Aging will use various available mediums to inform staff, board members, and clients about emergency incidents.

Staff Alerts

During an incident, the President/CEO or the ELT may provide the first alert of an emergency situation.

Internal Telephone

During an emergency, the office phone system is one means that will be utilized to notify staff. Cellular telephones are another means including using text messaging services. It is important that everyone ensures that their staff contact information is current and cellular phones are charged.

Internet E-mail and External Phone Notification Service

Email messages or auto attendant phone messages may be utilized as another means of communication.

Social Media

Facebook and Instagram are two examples of social media platforms that may be used as means of communication.

Radio/Television

Local radio and television stations should be monitored by all staff for impending storms/disasters. Bay Aging will utilize these media sources to announce office closures. The ELT is responsible for alerting local stations of closures. *(For a complete list of Radio/TV stations, see Appendix E)*

Emergency Authorities or Personnel

During an emergency, the Police, Fire or other emergency authority personnel may alert Bay Aging of an incident. Follow the instructions of emergency authorities.

Media Protocol

Bay Aging's President/CEO will act as the Public Information Officer and is responsible for all statements to the media. Employees are not permitted to make statements to the media on behalf of Bay Aging unless designated by the President/CEO.

Section IV: Recovery Procedures

This section of the plan describes the specific activities and tasks that are to be carried out in the recovery process for Bay Aging. Given the Business Continuity Strategy outlined in Section II, this section transforms those strategies into a very specific set of action activities and tasks according to recovery phase.

All plan activities are completed by performing one or more tasks. The tasks are numbered sequentially within each activity, and this is generally the order in which they would be performed.

Disaster Occurrence

Tasks:

1. After a disaster occurs, quickly assess the situation to determine whether to immediately evacuate the building or not, depending upon the nature of the disaster, the extent of damage, and the potential for additional danger.
   Note: If the main office is total loss, not accessible or suitable for occupancy, the remaining activities can be performed from the Command Center after ensuring that all remaining tasks in each activity have been addressed. This applies to all activities where the Main Office is the location impacted by the disaster. *(For the location(s) of the Command Center(s) see Appendix F)*
   The Command Center may be temporarily setup at any one of several optional locations, depending on the situation and accessibility of each one. Once the Alternate site is ready for occupancy the Command Center can be moved to that location.
2. Quickly assess whether any personnel in your surrounding area are injured and need medical attention. If you are able to assist them without causing further injury to them or without putting yourself in further danger, then provide what assistance you can and also call 911 for help. If further danger is imminent, then immediately evacuate the building.
3. If appropriate, evacuate the building in accordance with your building's emergency evacuation procedures. *(for General Building Evacuation Procedures, see Appendix G)*
4. Outside of the building meet at your office's predetermined assembly area. Do not wander around or leave the area until instructed to do so.
   - Main Admin Building (UB-A) - the grassy area located across the main parking lot next to UB-B
   - UB-B Office – the grassy area next to the building (Same as UB-A)
   - UB-C Office – the parking lot closest to the road in front of the Healthy Families/CSB office (at the corner of Red Hill and Old Virginia St)
   - UB-R Office – the grassy area in front of the building
   - Montross Office – Parking lot to the rear of the building
   - Bay Transit facilities, Active Lifestyle Centers, Adult Day Care Centers, and other remote locations should follow that buildings posted evacuation procedures and muster areas.
5. Check in with your department manager for roll call. This is important to ensure that all employees are accounted for.

Notification of Management

Tasks:

1. The first person on scene notifies their department head and notifies the President/CEO if they have not been informed.
2. Bay Aging personnel are notified of the disaster via one of the Emergency Notification mediums listed in Section III.
3. Depending upon the time of the disaster, personnel are instructed what to do (i.e. report to locations to assist, stay at home and wait to be notified again, etc.)

Preliminary Damage Assessment

Tasks:

1. Contact the ELT Leader to determine responsibilities and tasks to be performed by Bay Aging's Senior Leadership or employees.
2. If the ELT requests assistance in performing the Preliminary Damage Assessment, caution all personnel to avoid safety risks as follows:
    - Enter only those areas the authorities give permission to enter.
    - Ensure that all electrical power supplies are cut to any area or equipment that could possess a threat to personal safety.
    - Ensure that under no circumstances is power to be restored to computer equipment until the comprehensive damage assessment has been conducted, reviewed, and authority to restore power has been expressly given by the President/CEO or ELT.
3. Inform all team members that no alteration of facilities or equipment can take place until photo documentation of the damage has been captured and the insurance provider(s) have been notified.
4. Instruct the ELT Leader to deliver the preliminary damage assessment status report immediately upon completion.
5. Facilitate retrieval of items (contents of file cabinets -- petty cash box, security codes, network backup tapes, control books, etc.) needed to conduct the preliminary damage assessment.
6. Ensure that administrative support is available, as required.
7. Arrange a meeting with the ELT and the Senior Leadership Team from within your facility (location) to review the disaster declaration recommendation that results from the preliminary damage assessment and to determine the course of action to be taken. With this group, determine the strategy to recommend to the President/CEO.

Declaration of a Disaster

Tasks:

1. Actual declaration of a disaster is to be made by the President/CEO, after consulting with the ELT. In the event of a contagious disease or influenza outbreak, the President/CEO will follow guidance and mandates from local, state, and federal government and health officials. Department Heads should wait for notification from the President/CEO that a disaster has been declared and that departments are to start executing their Business Continuity Plans and relocate to their Alternate Business Site Location. Otherwise, prepare for compliance with BC/DR Plan.
2. In the event the President/CEO cannot be assembled or reached, the ELT should assemble, gather appropriate information, consult with Senior Leadership, and make the decision whether to declare the disaster.
3. Because of the significance, disruption, and cost of declaring a disaster, appropriate facts should be gathered and considered before making the decision to declare a disaster. Individual groups/department personnel or the respective Department Heads should not unilaterally make a decision to declare a disaster. This is responsibility of the President/CEO.

Plan Activation

Tasks:

1. The ELT responds to calls from each member of the management team, instructs them of what time frame to assemble at the Command Center (to be decided at the time), and to bring their copies of the Plan. The Command Center may be temporarily setup at any one of several optional locations, depending on the situation and accessibility of each one. Once the Alternate site is ready for occupancy the Command Center can move to that location, if preferred.
2. Review the recovery strategy and action plan with the assembled team.
3. If necessary, adjust the management team assignments based on which members are available.
4. The Department Heads contact critical employees and tell them to assemble at the alternate site. Teleconferencing should be utilized if it is not safe to physically meet in person. Non-critical employees should be instructed to stay at home, doing what work is possible from home, until notified otherwise.
5. In the event of a disaster that affects telecommunications service regionally, the Department Heads should instruct critical employees to proceed to the alternate site even if they have not been contacted directly. Delays in waiting for direct communications can have a negative impact on Bay Aging's ability to recover vital services.

Relocation to Alternative Site

Tasks:

1. When instructed by the ELT, make arrangements to commute or travel to the alternate site.
2. Department Heads need to consult with the President/CEO and the ELT to determine if access can be gained to the primary (damaged) site to retrieve vital records and other materials. Access to the primary site will be granted if the authorities grant access. This will be dependent upon the nature of the disaster and the extent of damage. If there is a contagious disease/flu outbreak, rotating schedules and social distancing measures will be implemented to reduce risk of exposure.
3. If allowed access to the primary site to retrieve vital records and other materials, perform some pre-planning to determine what is most important to retrieve. This may be necessary since the time you may be allowed access to the primary site may be minimal.
4. Depending on the amount of vital records and other materials you are able to retrieve from the primary site, make arrangements to transport this material to the alternate site. If the material is not too great, this could be accomplished by giving to employees to carry along with them. If the material is a large amount, then make arrangements for transport services and/or overnight courier services.
5. In the event of a contagious disease/flu outbreak, some locations, programs, and services may temporarily close or discontinue service. Department Heads should make arrangements for staff affected by the closure to telecommute or report to alternative sites.
6. Management and critical employees travel to alternate site. Implementation of Interim Procedures

Tasks:

1. After arrival at the alternate site, map out locations that can be used for workspace. This should include unused offices and cubicles, conference rooms, training rooms, lunch/break areas, and open space in hallways or in other areas.
2. Obtain additional tables and chairs, either from the office or from outside rental agencies to provide additional workspace. Place in any available open areas, but be cautious of not blocking exits for fire evacuation purposes.
3. Determine flexible working schedules for staff to ensure that client and business needs are met, but also to enable effective use of space. This may require that some employee's work staggered shifts or may need to work evening or nightshifts.
4. Gather vital records and other materials that were retrieved from the primary site and determine appropriate storage locations, keeping in mind effectiveness of workgroups.
5. Determine which vital records, forms, and supplies are missing. Obtain from off-site storage location or from other sources, as needed.

6. Developed prioritized work activities, especially if all staff members are not available. During a contagious disease/flu outbreak, this should include implementing a regular cleaning schedule to sanitize common areas and workspaces.

Establishment of Telephone Communications

Tasks:

1. Contact the IT Department to determine what activities they are taking to reroute telephone communications to the alternate site. Do not directly contact the telephone company.
2. If your alternate site is at another Bay Aging office, prepare a list of phone extensions which your staff will be temporarily using and provide this list to the IT department.
3. If your primary office phones will not be switched to the alternate site, let the IT Department know that the phones need to be transferred to the phone numbers you will be using at the alternate site.
4. The President/CEO will coordinate with Department Heads regarding contacting clients to notify them of the disaster situation, how Bay Aging is responding, and how you can be reached. Do not contact clients until you have been given directions.
5. The President/CEO will provide you guidance on how to discuss the disaster with clients to provide assurance that their confidence in Bay Aging will be maintained.
6. Restoring Data Processing and Data Communications with Primary or Secondary Backup Data Center

Tasks:

1. Contact the IT Department to determine when the data center is to be recovered, if affected by the disaster. Also, discuss when data communications will be established between the primary or secondary backup data center and your alternate site.
2. If your alternate site is another Bay Aging office, determine if that site has access to the computer systems that your uses. If so, work with local office management to determine how workstations can be shared between personnel from their groups/departments and yours. This may involve using flexible hours or multiple shifts for your personnel.
3. Discuss with the IT Department when and how replacement PC's and/or terminals will be provided to you at the alternate site and when they will be connected.
4. Discuss with the IT Department when the files from your normal PC/LAN servers and applications will be restored and how you can access those files.
5. Communicate the IT recovery status to all Bay Aging personnel who regularly use the systems.

Alternate Site Operations

Tasks:

1. Communicate with clients regarding the disaster and re-solicit phone contacts
2. Acquire needed vital documents
3. Access missing documents and files and reconstruct, if necessary
4. Set up operation

Manage Work Backlog Reduction

Tasks:

1. Determine priorities for work backlogs to ensure the most important backlogged tasks are resolved first.
2. Set an overtime schedule, if required, based on staff and system availability.
3. Set backlog priorities, establish a backlog status reports if necessary, and communicate this to Department Heads.
4. Report the backlog status to Department Heads on a regular basis.
5. If backlogs appear to be very large or will take a significant time to recover, determine if temporaries could be used for certain tasks to help eliminate the backlogs. If justified, arrange for temporaries to come in.

Transition to Primary Operations

Tasks:

1. Coordinate with the ELT and IT Department to determine when Bay Aging will be relocating back to the primary site. Verify that they have a schedule to ensure that telephone and data communications are rerouted accordingly.
2. Discuss when and how PC's, terminals, and printers, if brought into the alternate site, will be de-installed, moved back to the primary site and re-installed. Terminating Alternate Site Procedures

Tasks:

1. Determine which alternate site operating procedures will be suspended or discontinued and when.
2. Communicate the changes in procedures to all affected staff.
3. Determine if additional procedures are needed upon return to the primary site, such as to continue resolving work backlogs.

Relocating Personnel, Records, and Equipment Back to Primary Site

TASKS:

1. In conjunction with the President/CEO and ELT, determine when Bay Aging will be scheduled for relocating back to the primary site.
2. If transitioning from a contagious disease/flu outbreak, implement appropriate health screenings, social distancing, and use of personal protection equipment (PPE) to reduce risk of employees carrying or infecting others with the disease/flu.
3. Communicate schedule and procedures to all personnel. Inventory vital records, equipment, supplies, and other materials, which need to be transported from the alternate site to the primary site.
4. Pack, box, and identify all materials to be transported back to the primary site.
5. In conjunction with Bay Transit, make arrangement for fleet vehicles to transport the boxes back to the primary site.

Section V: Individual Department Plans

Each Department/Program head is responsible for keeping a list of clients with special needs who may need additional support during an emergency. All homebound older adults will automatically qualify as Special Needs.

Administration

Plan:

1. Depending on severity of the emergency, Administration staff will instruct main office staffers - unplug and get computer equipment and other important perishable items (copier paper, etc) off the floors.
2. Purchase plastic and cover all computer equipment, copier, postage meter, fax, etc.
3. In case of power and phone outage there will be a manual phone in the supply closet.
4. An update will be provided to the President/CEO on condition of the main office.
5. If phones are working, reception phone will be monitored for messages.
6. Administration staff will be available to help other departments as needed.

Finance

Plan:

1. All reports of damage from all departments i.e. property, building, equipment, vehicles need to be reported as soon as possible to the CFO.
2. All employee injuries occurring during working hours need to be handled as detailed in the Employee handbook.
3. All equipment, data files, accounting files, employee files, bank records, etc need to be secured before and after any emergency or disruption of operation. Any additional backups of data should be completed and placed in safe keeping if time allows. Should time allow all computer equipment should be covered and or trash bagged and place on top of a work space.
4. The ability of the Fiscal Department to function at the designated Command Center will rely heavily upon the ability to access the necessary software applications and databases including payroll processing, accounts payable processing, bank account reconciliation, bank deposit processing, Medicaid billing, client billings, Monthly billings to funding sources, etc. Therefore, the CFO will be contacting the CIO for system access and data integrity information and updates.
5. Accounts Payable: Ensure all payments are current.
6. Payroll: Timesheet records and current payroll status.
7. Bank Account status: Staff should always attempt to have verified the balance in Main checking account for cash flow purposes. Other accounts to verify include the 202 operating accounts.

Information Technology

Preventative Measures:

Secure equipment:

1. Conduct a room-by-room walk-through to determine what needs to be secured.
2. Attach equipment and cabinets to walls or other stable equipment.
3. Place heavy or breakable objects on low shelves.
4. Turn off all computer and related equipment and unplug from electrical outlets (also, for those with networked computers, unplug the network (cat5) cable).
5. Move workstations away from large windows, if possible.
6. Elevate equipment off the floor to avoid electrical hazards in the event of flooding.
7. Cover equipment with a waterproof material.
8. Take mobile equipment (i.e. laptops) offsite, if possible, to avoid potential loss of all equipment at any office location.

General Disaster Response & Recovery Guidelines:

1. Appropriate steps will be taken to safeguard personnel and minimize damage to any related equipment and/or software.
2. A damage assessment will be conducted and recommendations made for recovery of impacted services.
3. Individuals required to assist in recovery of services will be identified.
4. The agency will be informed as to IT system degradation and restrictions on IT usage and/or availability.
5. The IT Director will develop an overall IT recovery plan and schedule, focusing on the highest priorities of the agency infrastructure, first, as defined by the President/CEO and CFO.
6. Necessary software and hardware replacement will be coordinated with vendors.
7. IT infrastructure will be restored to pre-disaster functionality.

Options Counseling, RSVP, Veteran Directed Care, Senior Centers

Plan:

Staff at each location will be responsible for:

1. Reporting to their immediate supervisor.
2. Bay Aging's ELT will provide periodic updates to each location when information becomes available.
3. Maintaining a current list of clients and volunteers which should include addresses and phone numbers. Clients will be contacted and made aware of any impending storm, evacuation information, and designated shelters in their area. Staff will remind individuals of supplies that they should have on hand in case of power outages, flooding, etc. Staff will be reminded to keep their

current list of Disaster Preparedness Number Directory, client and volunteer rosters with them when leaving their locations.
4. If evacuation is necessary staff will assist in taking the necessary steps to secure office equipment, staff vehicles and property at each location.

After the Disaster:

1. Once their own situation has been stabilized staff will immediately contact their immediate supervisor to receive directives.
2. Each site will be inspected, by staff for any damage that may have occurred and report damages immediately to their supervisor. At center locations freezers should be checked and if a there is a power outage, steps should be taken to find alternative locations or for alternative uses of frozen meal supplies (i.e. Red Cross)
3. Begin making client contacts and offer guidance to those with unmet needs.
4. Contact volunteers. Check on their status and willingness to assist.
5. Maintain an open line of communication with supervisor and staff under their supervision at all times.
6. All staff will be on emergency alert until operations are back to normal

Multi-Family Housing

Plan:

Top concerns:

1. Safety of clients (residents) and staff.
2. Integrity of facilities and properties.
3. Open channels of communication.
4. Before emergency, make available updated document that reminds residents of shelter locations, food resources and care (or phone number to call to get that information) and emergency contact information related to senior apartments management. Consider having annual fire/emergency drills.
5. After emergency, check on property/residents, staff communication.

Communication component:

1. Cell phones charged; car charges available; automobile gas tank full.
2. Division staff residences are relatively spread out and, currently, all properties have staff living within a 30-minute drive. Inspection of property, if safe and realistic, by staff or maintenance person is important.
3. Senior management should communicate with senior management in other Bay Aging Divisions.
4. Contact insurance company (via CFO).
5. Have compilation of phone numbers for contractors (HVAC, electrical, plumbing, general maintenance, appliance, fire sprinkler and grounds).
6. Notify contractor before major hurricane to get near the top of the service priority list.
7. Encourage residents to establish a phone check (on each other) system…perhaps by fourplex or some other system.

8. Keep Division and Bay Aging emergency plan with you at all times.

Other tasks:

1. Establish a maintenance person back-up. Perhaps maintenance person from another apt. property.
2. Key monitor.
3. Resident orientation (HVAC, water cut-off, appliances, emergency call system, etc.) at move-in and reminder at management inspection time.
4. Bay Aging employee orientation (water cut-off, fire extinguishers, etc.) for those interested and working close to a property.
5. Resident Service Coordinators. will periodically facilitate resident emergency preparedness programs.
6. Pet and medications management information/guidance.
7. Keep cash on hand (petty cash).
8. Create emergency preparedness kit (batteries, flashlight, radio, etc.) at each office.
9. Encourage residents to leave notice of where they will be during and after the emergency.
10. Computers should be off the floor in case of flooding, covered in case of leaky ceilings and appropriate back-up (thumb drive, other).
11. All rental offices should have a non-electric powered phone in supply closet.
12. Inspection – dead trees/vegetation; clearing/cleaning gutters, downspouts, ditches, culverts and storm drains.
13. Securing/locking equipment such as roof flashing, shingles, windows and doors.

Single Family Housing

Plan:

1. BFH staff will report their health and personal property condition to their supervisor.
2. Supervisors report the division's vitality to the President/CEO upon hearing from staff.
3. The current list of BFH projects will be divided by contractor and will be assigned among BFH staff to call and check on potential damage.
4. If there is no damage to a project, then no further action will be taken.
5. If there is damage to a project, Bay Family Housing will work with emergency preparedness and other concerned parties to help facilitate restoration.
6. Bay Family Housing will access disaster resources for clients.
7. Bay Family Housing will assist other Bay Aging and Bay Transit staff as needed.

Bay Transit

Plan:

Before the Emergency:

1. Division Managers and Regional Supervisors will guide their staff to take perishable items and records off the floor.
2. Cover all electronic equipment securely with heavy plastic.
3. Have all buses moved to secure Predetermined location.

After the Emergency:

1. Staff will notify their division manager to let them know they are safe.
2. When staff reports back to work they will inspect vehicles and office locations for damage.
3. All staff must be prepared to assist with emergency services delivery of food, clothing, medical supplies, etc. to local residents in need.
4. Staff notifies their supervisor of local roads that are not navigable due to damage/debris.
5. Transportation will be initiated on a limited basis as directed.

Home Care and Adult Day Care Centers

Plan:

For Emergency/Disaster Preparedness, RN Supervisors and Adult Day Break Directors will ensure:

1. That their assigned staff is notified as needed of changes/updates to the emergency plan and that staff know to report to their immediate supervisor.
2. That they maintain a current list of clients and staff which should include addresses and phone numbers. Clients will be contacted and made aware of any impending storm, evacuation information, and designated shelters in their area. Staff will be reminded to keep their current list of Disaster Preparedness Numbers and client/caregiver contact information with them when leaving their locations.
3. If evacuation is necessary, staff will assist in taking the necessary steps to secure office equipment, staff vehicles and property at each office location and at each Adult Day Break Center location.

After the Emergency/Disaster:

1. Once their personal situation has been stabilized, staff will immediately contact their immediate supervisor to receive directives.
2. Each site will be inspected by staff for any damage that may have occurred and report damages immediately to their supervisor. Freezers should be checked at all locations and if there is a power outage, steps should be taken to find alternative locations or for alternative uses of frozen meal supplies (i.e. Red Cross).
3. Begin making client contacts and offer guidance to those with unmet needs.
4. Contact volunteers. Check on their status and willingness to assist.

5. Maintain an open line of communication between the supervisor and the staff under their supervision at all times.
6. All staff will be on emergency alert until operations are back to normal.

Adult Day Break Centers:

1. The Director of Home and Community Based Services will text or email any updates to the emergency plan.
2. The Adult Day Break Center Directors will communicate information with their assigned staff, clients and caregivers as it becomes available.
3. Ensure that you have emergency supplies available to include bottled water, shelf stable food, batteries, etc. in the event that clients must remain at the site until they can be safely transported.
4. Maintain a current list of clients, caregivers and/or emergency contacts which include addresses and phone numbers.
5. Adult Day Break Center staff will assist in taking the necessary steps to secure office equipment and property at each location – perishables off the floor and equipment and furniture covered with heavy plastic

Home Care:

1. The Director of Home and Community Based Services will text or email any updates to the emergency plan.
2. Caregivers and clients will be contacted and made aware of any impending storm, evacuation information, and designated shelters in their area.
3. Home Care aides are instructed to remind homebound clients to have on hand and help them obtain supplies they should have in the event of power outages, flooding, etc.
4. Homebound clients will be checked on regularly by either the aide or the Nurse in charge in the event their aides cannot get to them due to flooding, etc.

VAAACares®

Bay Aging/VAAACares® Standard Operating Procedure (SOP) for Emergency Situations:

1. Purpose: This SOP describes how a Bay Aging employee will handle emergency events that may arise during an intervention, assessment, friendly call, or other interaction with a Bay Aging client/patient.
2. This Standard Operating Procedure (SOP) provides general guidance and information on how to handle a variety of emergency situations.
3. Scope:
    a. Employee will immediately respond to emergent needs during face to face or telephonic encounters with clients/patients/members. Emergent needs are defined as any event that requires immediate response (i.e., behavioral health issues such as suicide ideation, harm to self or others, etc.; emergency situations such as a fall, medical condition, etc.; dangerous situations such as severe weather condition, fire in the home, violence in the area, etc.) See specific details:
        i. **Behavioral Health Issue: In the event the client reports suicidal ideation, harm to self and or others while the Bay Aging employee is completing a face-to-face visit or telephone call with client, the employee will:**
        1. Immediately call 911 (using a different phone if they are speaking with the client via phone) remain connected with the client if possible until crisis intervention team arrives at the scene- giving the name, address, and situation as they understand it of the client.
        2. If the Bay Aging employee is in the client's home, remain with the client until crisis intervention personnel arrive.
        3. Bay Aging employee should contact immediate supervisor/lead to report situation, action steps and outcomes and ***refer to Related Documents for additional steps.***
        4. Depending on contract, a report to the Account Manager, MCO, etc. may be required.
        5. Document situation, outcome and all who were contacted within 24 working hours of incident and send to immediate supervisor.
        ii. Emergency Health Issue: In the event of an emergency medical condition while the Bay Aging employee is completing a face-to-face visit or telephone call with a client, the employee will:
            1. Immediately contact 911 (using a different phone if they are speaking with the client via phone- and remain connected to the client if possible until emergency medical personnel arrive at the scene) – giving name, address, and situation as they understand it of the client.
            2. If the Bay Aging Employee is in the home, remain with the client until EMR personnel arrive.
            3. Contact supervisor/lead to report situation, action steps and outcomes.
            4. Document situation, outcome and all who were contacted within 24 working hours of incident and send to immediate supervisor.

iii. **Severe Weather or Environmental Conditions: In the event this type of event happens while the Bay Aging employee is completing the face-to-face visit or telephone call with client, the employee will:**

1. Instruct the client to follow proper safety protocol for the type of weather event (i.e., seek safe location if a tornado; evacuate if flood or hurricane, wildfire, etc.)
2. Contact local law enforcement to find nearest shelter and other protocols in place for the area in which the client resides.
3. Contact immediate supervisor/lead to report situation, action steps and outcomes.
4. Document situation, outcome and all who were contacted within 24 working hours.

iv. **Dangerous Situation: In the event the Bay Aging employee is a witness to violence (i.e., domestic violence, child abuse, elder abuse, etc.) or aggressive behavior (i.e., client or others in the home threaten the Bay Aging employee or others with violence, etc.) while the employee is completing a face-to-face visit or telephone call with the client, the employee will:**

1. Exit situation, call 911 from a safe location, if situation requires, and follow emergency personnel instructions.
2. Contact Virginia Domestic Violence 800-838-8238
3. Contact supervisor/lead to report situation, action steps and outcomes.
4. Report situation to Department of Social Services (DSS) Child Protective Service (CPS), Adult Protective Services (APS), or Community Services Board (CSB) or other appropriate agencies.
5. Document situation, outcome and all who were contacted within 24 working hours.

v. **Fire in Home: In the event of fire in the home, while the Bay Aging employee is completing the face-to-face visit or telephonic call with member, the employee will:**

1. Call 911 and follow emergency personnel instructions.
2. Contact immediate supervisor/lead to report situation, action steps and outcomes
3. Document situation, outcome and all who were contacted within 24 working hours.

Suicide Protocol

If a client/patient appears to be depressed, ask the following questions:

- *Over the last two weeks, have you had thoughts that you would be better off dead or that you wanted to hurt yourself in some way?*
  Yes / No
- *If the answer is yes, ask: Do you feel these thoughts are a problem for you or something you might act on?*

Yes / No

If the answers to both questions are YES, please refer to the protocol below and begin a conversation to determine intent, plans and means:

1. Issues to explore with the client:

- Does the individual have a plan to commit suicide? If yes, when, and how?
- Is the means/method available to the suicidal individual?
- Is the individual alone?
- Has the individual ever attempted suicide before?
- Is the individual under the influence of alcohol or drugs?

➢ *Keep in mind that lethality increases with each affirmative answer, and it increases as a plan becomes more specific and immediate.*

2. If intent, plan, and means are all indicated, keep the client on the phone or stay with them if it is during a face-to-face visit, immediately call 911 and stay with the client until crisis intervention arrives.
3. If warranted, file a report with DSS Adult Protective Services or Child Protective Services where the client lives. Refer the client to the Community Services Board Suicide/Crisis Hotline in the area where they live, OR
4. If the client is only thinking about suicide, are worried about a friend or loved one, or would like emotional support, the LIFELINE NETWORK is available 24/7 across the United States. The LIFELINE is available fore everyone, it is free, and confidential. Lifeline provides mental health professionals and crisis centers in the Lifeline network with innovative best practices and resources in the field of suicide prevention and mental health.

National Suicide Prevention Lifeline		800-273-8255
Veterans Crisis Line		800-273-8255 or text 83255
Lifeline for Deaf + Hard of Hearing	TTY Users	800-273-8255
Disaster Distress Helpline		800-985-5990

Section VI: Potential Hazards

The following information is for your use and protection to respond to a variety of weather events and disasters in the workplace. *(For personal preparedness information, see Appendix H. For a complete list of useful weather/disaster terms see Appendix I)*

Severe Weather

Severe weather, such as thunderstorms can produce tornadoes, high winds, hail, lightning, and flooding, which can create dangerous situations.

What to do:

- Shutter windows and secure doors if time permits.
- Lower blinds and windows
- Remove objects from outside that could become a projectile.
- Secure your immediate work area and work together to secure common areas.
- Find shelter in the interior of the building, seek shelter in a hall or center most room or closet, away from windows until the danger has subsided. For extra protection, get under a sturdy piece of furniture.
- Stay away from freestanding objects.
- If time permits, move emergency supply kit to shelter location.
- Do not attempt an evacuation unless the situation warrants or when so ordered by local Fire, Police or other authorities. Follow evacuation procedures.

Fire

Fire is the most common of all business disasters. Fires can spread quickly, becoming life threatening in two minutes and engulfing a structure in five minutes. While flames are dangerous, heat and smoke can be more dangerous and can sear your lungs. As a fire burns, poisonous gases are emitted than can cause you to become disoriented or drowsy. The leading cause of fire-related deaths is asphyxiation.

What to do:

In the event of a fire, don't risk life to save property!

1. No matter how small the fire, immediately notify the fire department by calling 911.
2. Staff may attempt to extinguish the fire using fire extinguishers in the building as soon as possible, avoiding possible injury and not taking excessive risk.
3. Notify all occupants, to leave the building, and proceed to the designated assembly area.
4. If smoke is evident in the corridor of the nearest exit, use an alternate route.
5. If you must use an escape route where there is smoke, stay as low as possible. Crawling lets you breathe the cleaner air near the floor as you move toward the exit.
6. Leave the fire area as quickly as possible, closing the door to the room where you saw the fire.

7. Close all doors that you pass through on your escape.
8. Proceed directly to the nearest fire exit.
9. Before you open a closed door, feel it with the back of your hand. If it is hot, leave it closed and use an alternative escape route. If it feels normal, brace your body against the door and slightly open the door; be prepared to shut the door quickly if heat or smoke starts to rush in.
10. Proceed to the designated assembly area and gather with fellow employees and visitors. Take a headcount to determine if anyone has not left the building.
11. Do not go back inside the building.

If your clothes catch on fire, you should **stop**, **drop** and **roll** until the fire is extinguished. Running only makes the fire burn faster.

Immediate treatment for burn victims:

1. Call for emergency medical attention.
2. Remove all burned clothing. If clothing adheres to the skin, cut or tear around burned area.
3. Remove all jewelry, belts, tight clothing from the burned areas and from around the victim's neck. Burned areas swell immediately.
4. For thermal burns, caused by flame, steam, hot liquid or contact with hot surface: stop the burning process using low-pressure, cool water. For chemical burns, if chemical in powder form, brush off as much of the chemical as possible before using low pressure water

Earthquake

What to do:

1. Remain calm and listen to instructions. Do not attempt to salvage anything since the time delay can result in injury.
2. Drop down onto your hands and knees before the earthquake knocks you down. This position protects you from falling but also allows you to move if necessary.
3. Cover your head and neck – preferably your entire body if possible – under a sturdy table or desk.
4. If there is no shelter nearby, only then should you get down near an interior wall or next to low lying furniture that won't fall on you, and cover your head and neck with your arms and hands.
5. Hold on to your shelter or your head and neck until the shaking stops.
6. Be prepared to move with your shelter if the shaking shifts it around.

Household Chemical Emergencies

Nearly every household chemical uses products containing hazardous materials or chemicals. Many similar products or chemicals are found in the workplace as well.

Examples:

Drain cleaners	Herbicides

Wood / metal polishes	Insecticides
Toilet cleaners	Ant, roach sprays and baits
Tub, tile, shower cleaners	Mouse, rat poisons
Bleach	Adhesives and glues
Motor oil	Paint thinners, strippers
Air conditioning refrigerants	Automotive batteries

Although the risk of a chemical accident is slight, knowing how to handle these products and how to react during an emergency can reduce the risk of injury.

What to do:

- Follow the manufacturer's instructions for the proper use of the household chemicals.
- Never smoke while using household chemicals.
- Never use cleaning solutions, paint products or pesticides near an open flame.
- Clean up any chemical spill immediately. Use rags to clean up the spill, wear gloves and eye protection. Allow the fumes in the rags to evaporate outdoors, then dispose of the rags by wrapping them in newspaper and place them in a sealed plastic bag in the trash can.
- Dispose of hazardous materials correctly. Take household hazardous waste to a local collection program.

Recognize the symptoms of toxic poisoning:

- Difficulty breathing
- Irritation of the eyes, skin, throat, or respiratory tract
- Changes in skin color
- Headache or blurred vision
- Dizziness
- Clumsiness or lack of coordination
- Cramps or diarrhea

For medical attention:

- Call emergency medical services (911) and or the poison control center (800) 222-1222.

If danger of fire or explosion:

1. Exit building immediately.
2. Call the fire department (911) from neighbor's phone or cell phone.
3. Stay upwind and away from building to avoid breathing toxic fumes.
4. Proceed to designated assembly area.

If you have come in contact with or have been exposed to household chemicals:

Call emergency medical services.

1. Find or have someone find any containers of the substance that are readily available in order to provide requested information.

2. Follow the emergency operator of dispatcher's first aid instructions carefully. Do not give anything by mouth unless advised to do so by a medical professional.
3. Discard clothing that may have been contaminated as some chemicals may not wash out completely.

Bomb Threat

While 95% of bomb threats are hoaxes, all bomb threats should be treated as a serious matter. Most bomb threats are made by telephone.

What to do:

If you receive a call:

1. Get as much information from the caller as possible and record everything that is said. Note the exact time of the call. Ask:
    - When is the bomb going to explode?
    - Where is the bomb?
    - What does it look like?
    - What kind of bomb is it?
    - What will cause the bomb to explode?
    - Did you place the bomb?
    - What is your name?
    - Write down the phone number from Caller ID.
    - Try to determine gender, age and motivation.
    - Listen for background noise.
2. Notify emergency authorities, call 911.
3. Do not touch or disturb any suspected bomb!
4. Do not turn on or off or otherwise create static electricity.
5. Follow emergency authorities' instructions, notify everyone in the building and evacuate the building.
6. As you leave the room and building, visually sweep the area to look for suspicious items.
7. If a suspicious package was delivered, do not touch. Inform emergency authorities. US Postal Service screens all packages.

If there is an explosion:

1. Get under a sturdy table or desk if things are falling around you. When they stop falling, evacuate the building immediately, watching for hazards and falling debris.
2. Do not retrieve personal belongings or make phone calls.
3. Proceed to the designated assembly area.

Suspicious Letters, Packages, and Unknown Substances

What to do:

1. Do not smell, touch, or shake the package or letter.
2. Wash hands with soap and water if you touched the item.

3. Notify emergency authorities, call 911 for assistance.
4. Turn off HVAC ventilation system.
5. Notify everyone in the building, follow emergency authority instructions.

Violent, Criminal or Threatening Behavior

Violence in the workplace can have many sources. It may be a current or former disgruntled employee or an angry spouse or relative of an employee or someone with no relationship to staff. Violent behavior may come from someone as a random act or as a planned act to gain public attention.

What to do:

- Notify emergency authorities, call 911 for assistance.

For a shooting situation:

Each shooting incident is different and the overriding consideration is your safety and that of others in the building. These procedures are only a guide and your response must be based on your assessment of the specific situation.

- If safe to do so, evacuate the building.
- If you are unable to leave the building, lock the door to prevent the suspect(s) from entering the room. Barricade the door or entry points using furniture or any other method available. Turn off the lights, remain low and take cover.
- Proceed to the designated assemble area.
- Notify emergency authorities, call 911 for assistance.
- Provide as much information as possible.
    - Location of the incident and if the subject is still shooting.
    - Condition of the victim(s) and number of victims
    - Description of the suspect(s), physical, clothing, and vehicle.
    - Type of weapons used (hand gun, rifle, etc.).
    - Direction of travel or location of suspect(s).
- Follow instructions provided by emergency authorities.
- Remain at the designated assembly area until instructed by emergency authorities.

If you encounter an angry, threatening or potentially violent person:

- Avoid being alone with the person. Don't isolate yourself; always keep an open path for exiting. Don't let the person stand between you and the door.
- Signal a co-worker that you need help. (If you are under duress, prearranged code words)
- Acknowledge the person's anger or frustration calmly; using empathetic language such as "I can see how upset you are."
- Allow the person to vent his or her feelings and frustrations.
- Maintain eye contact.
- Be courteous and be patient. Present a calm caring attitude.
- Calmly tell the person that verbally abusive behavior is unacceptable; "When you yell at me, I find it hard to listen to you."
- Avoid arguing, shouting, becoming hostile or threatening.

- Don't touch the person or try to physically remove the person.
- Leave, the building if possible, notifying others.
- Notify emergency authorities, call 911 for assistance.

If taken hostage:

- Don't speak unless spoken to, and then only when necessary.
- Don't try to negotiate or offer suggestions.
- Don't cry or complain.
- Don't argue or challenge.
- Don't make sudden movements.
- Maintain a low profile. Don't be a hero.
- Resign to the situation and prepare to wait.

Civil Disorder

What to do:

1. Remain calm. Remain in your respective work areas and performing your duties.
2. Avoid unnecessary inquiries that will tie up communication systems.
3. If participants enter your area, be courteous and do not provoke an incident. Do not argue or begin a debate with a participant.
4. Do not become a spectator. Leave or avoid the area to prevent injury or possible arrest.
5. Lock all doors and close all blinds.
6. Avoid all window areas.
7. Carefully screen all persons entering and leaving the building.

Contagious Disease/Influenza Outbreak

What to do:

- Follow Virginia Health Department, Center for Disease Control, and other government officials' recommendations and mandates regarding safe response. (Appropriate use of face masks and other personal protection equipment, social distancing, stay at home recommendations, etc.)
- Do not report to work if you have a fever or display symptoms of illness. Remain isolated at home unless traveling to a health care provider.
- Work with your supervisor to establish telecommuting arrangements or rotating work schedules, if the position allows, to reduce contact with other staff.
- Wash your hands regularly, especially after entering a building and before eating.
- Avoid touching your face, especially your mouth, nose, and eyes.
- Always cover your cough and sneeze with a tissue and then dispose of the tissue in the appropriate trash bin.
- Avoid contact with others. Instead of a handshake, offer a wave instead.
- Regularly sanitize frequently touched surfaces and objects in your home, car, and workspace.

Crisis

In a Crisis? Free 24/7 support: Text HOME to 741741 to connect with a Crisis Counselor

Crisis Text Line serves anyone, in any type of crisis, providing access to free, 24/7 support via a medium you can use and trust: text messaging

How does it Work?

- First, you're in crisis. Crisis doesn't mean just thinking about ending your own life. It's any painful emotion and anytime your need support. So, text 741741. Your opening message can be anything. Use a keyword like "HOME", "START", "HELLO" just to help the system identify you are accessing the system.
- The first two responses are automated. They tell you that you're being connected to a Crisis Counselor and invite you to share a bit more. The Crisis Counselor is a trained volunteer, not a professional. They can provide support, but not medical advice.
- It usually takes less than five minutes to connect to a Crisis Counselor. (It may take longer during high traffic times). When you've reached the Crisis Counselor, they will introduce themselves, reflect on what you've said, and invite you to share at your own pace.
- You'll then text back and forth with the Crisis Counselor. You never have to share anything you don't want to. The Crisis Counselor will help you sort through your feelings by asking questions, empathizing, and actively listening.
- The conversation typically ends when you and the Crisis Counselor both feel comfortable deciding that you're in a "cool". Safe place.
- The goal of the any conversation is to get you to a calm, safe place. Sometimes that means providing you with a referral to further help, and sometimes it just means being there and listening. A conversation usually lasts anywhere from 15 – 45 minutes.

Appendix

A. BC/DR Plan Coordinator and Recovery Team Members
B. Time Critical Business Functions
C. President/CEO Emergency Succession Planning Timeline
D. Staff Emergency Contact List
E. Local Radio / Television Stations
F. Command Center Locations
G. General Building Evacuation Procedures
H. Useful Weather/disaster Terms and Personal Preparedness Information

A. BC/DR Plan Coordinator and Recovery Team Members

Team/Position	Staff Member(s)	Phone Number
President/CEO	Kathy Vesley	804-339-1552
Emergency Lead Team	Tinsley Goad Jennifer Beck	757-903-9727 804.761.5592
Human Resources Team	MaDena DuChemin	(804) 370-1375
IT Recovery Team	Bob Butler Scott Price	540-842-8425 804-832-2188
BC/DR Plan Coordinator	Stephanie Hudgins	570-956-4649

B. Time Critical Business Functions

Function/Program	Criticality	Maximum Downtime	Required Resources	Impacted Functions	Brief Process to Complete Function
Fiscal	High	1 day	# Employees, phones, GMS software, printers, check paper	Accounts Payable and Payroll	
Transit	Medium	1 Week	# employees,		
Veteran Directed	High	1 day	3 employees, CYMA Software, phones	Veteran's employee FMS	
Scheduling	High	1 day	# employees, EZ Claim Software		

C. President/CEO Emergency Succession Planning Timeline

Week 1

1. Current Board Executive Committee and selected staff meet to discuss succession-planning process and assign roles and responsibilities.

Week 2 – 4

1. Update job description and identify the top three to five strategic objectives that fall under the executive's core responsibilities.
2. Select interim executive and recommend additional temporary compensation.
3. Define the interim executive's responsibilities, authority and decision making limitations.
4. Identify required board support and supervision process of interim executive.
5. Identify the key spokesperson for the organization until the new executive is hired.
6. Define internal and external communication plan.

Week 5 – 8

1. Executive Committee develops and implements process to recruit and select permanent new executive.
2. Appoint executive search task force committee.
3. Develop transition plan for new executive.
4. Determine backup appointees.
5. Establish development plan for backup appointees.

Week 9 – 12

1. Current executive shares completed on-boarding process with board executive committee.
2. Board executive committee recommends new President/CEO to board for approval.

Note: The Planning Process can be expedited depending on the organization's immediate needs and meeting frequency.

D.Staff Emergency Contact List

Intentionally left blank for public version.

Local Radio / Television Stations

Local Radio Stations:

- WXGM AM 1420 or FM 99.1
- WKEZ FM 94
- WQSF FM 96
- 2WD FM102
- WKWI FM 101.7
- WIGO FM 101
- WNNT FM 107.5
- WRAR FM 105.5
- WTYD FM 92.3 (Williamsburg)
- WBQK FM 107.9 (Williamsburg)

Local Television Stations

- Richmond 6
- Richmond 8
- Richmond 12
- Norfolk 3
- Norfolk 10
- Norfolk 13

E. Command Center Locations

Command Centers are set up to carry out the principles of emergency preparedness and emergency management, or disaster management functions at a strategic level during an emergency, and ensuring the continuity of operation of a company. These Command Centers will be temporary until a disaster is resolved or a move to an alternative location is complete.

Region	Primary Command Center	Secondary Command Centers
Northern Neck	Montross Office 112 Peach Grove Lane Montross, VA 22520	Parker Run 96 Shelby Farm Road Montross, VA 22520
		Warsaw Transit 111 Commerce Parkway Warsaw, VA 22572
Middle Peninsula	Main Admin Office 5306 Old Virginia St Urbanna, VA 23175	UB-B and UB-C Offices 5324 & 5370 Old Virginia Street Urbanna, VA 23175
		UB-D Offices (1 & 2) 5372 Old Virginia Street Urbanna, VA 23175
		Port Town Village 111 Port Town Lane Urbanna, VA 23175
		UB-R Office 5399 Old Virginia Street Urbanna, VA 23175
		Daffodil Gardens 5954 Garden Grove Lane Gloucester, VA 23061

F. General Building Evacuation Procedures

Some disasters will require employees to leave the workplace quickly. Bay Aging staff needs to know how to get out of the building in the event of an emergency.

A floor plan of the site buildings and grounds, which indicates the location of all exits, utility shut-offs, fire extinguishers, and emergency equipment and supplies, shall be posted, maintained and updated, as necessary. All staff members should familiarize themselves with the building's exit routes.

The President/CEO or designee will notify employees when evacuation of the building in necessary. A building alarm, such as the fire detection system, may also notify staff of an emergency event.

The following steps to exit the office building in the event of an emergency is intended to minimize confusion, time to exit, and to account for all staff safely.

What to do:

1. Call 911 immediately to report situation if appropriate
2. Only if time permits:
    - Get personal items from desk (keys, purse, etc.)
    - Turn off coffee pots, computers, copiers and other electrical devices
    - Forward phones to voice mail or remote location
3. Exit the building through nearest exit door. If the nearest door is close to the emergency, go to another exit door – refer to evacuation diagram.
4. After exiting building, report to designated assembly area location.
5. Perform a roll call to ensure everyone has safely evacuated the building.
6. Remain at the assembly area until released by the President/CEO or his/her designee.

Key points:

- Know where the nearest exit is located
- Respond quickly, but do not panic

G.Personal Preparedness Information

First Aid at a Glance

AILMENT	SIGNS AND SYMPTOMS	FIRST AID
Poison	Symptoms vary greatly. Aids to determine whether poison was swallowed: a. Information from victim or observer b. Presence of poison container c. Condition of victim (sudden onset of pain or illness) d. Burns around lips e. Breath order f. Pupils	**First aid for conscious victim:** 1. Seek medical assistance by calling the poison control center or emergency number 2. If victim is conscious and not having convulsions, dilute the poison by having the victim drink a glass of water or milk Discontinue if it makes victim nauseated 3. Save the label or container of the suspected poison **First aid for unconscious victim:** 1. Maintain an open airway 2. Call poison control or emergency number 3. Administer artificial respiration and CPR, if indicated 4. Save the container of any suspected poison 5. Do not give fluids 6. Do not induce vomiting. If the victim is vomiting, position him on his side so that the material drains out of the mouth
Shock	1. Skin pale or bluish, cold to touch and possibly moist and clammy 2. Victim weak 3. Rapid pulse (over 100) 4. Rate of breathing usually increase, may be shallow or deep and irregular	Keep victim lying down. Cover only enough to keep from losing body heat. Obtain medical help as soon as possible.
Fractures and Dislocations	1. Pain and tenderness 2. May have difficulty moving injured part 3. Obvious deformities, swelling and discoloration	Keep broken bone ends and adjacent joints from moving and give care for shock. Do not move unless absolutely necessary.
Burns	Skin is: 1. Red – 1st degree 2. Blistered – 2nd degree 3. Charred – 3rd degree	Pain of first-degree and of a small second-degree burn can be relieved by excluding air. Wrap burn in loose dry dressing. **Do not remove.**

Your Personal Medication Record

Name: _____ Male Female
911 Address:_____
House # & Street Name Town
County
Social Security #: _____-___ - _____ Date of Birth: _____
Month Day Year
Emergency Contacts:

1) Name: _____ Home Phone: (____) ____- _____
911 Address: _____
House # & Street Name Town/County State
Work Phone: (____) ____ - _____ Cell Phone: (____) ____-_____

2) Name: _____ Home Phone: (____) ____- _____
911 Address: _____
House # & Street Name Town/County State
Work Phone: (____) ____ - _____ Cell Phone: (____) ____-_____

Primary Care Physician: _____ Phone: (____) ____-_____
Specialist: _____ Phone: (____) ____-_____
Medications: Include over the counter meds and herbals:
Medication Name: Dosage: Frequency:
_____
_____
_____
_____
_____
_____
_____
_____
_____
Blood Type: _____
Recent Surgeries: Date:
_____
_____
_____
_____

Religion: _____ Church: _____
Pastor: _____ Phone: (____) ____-_____
Living Will on file at:
_____
Are you an organ donor? YES NO

Medical Conditions: Place a ✓ by all that apply.
No Known Medical Conditions Heart Attack

Abnormal EKG
Adrenal Insufficiency
Alzheimer's Disease/Dementia
Angina
Anemia
Asthma
Bleeding Disorder
Cancer – Type:
_____
Cataracts
Coronary Bypass Graft
Defibrillator
Diabetes
Dialysis
Glaucoma
Hearing Impaired
Heart Valve Prosthesis
High Blood Pressure
High Cholesterol
Low Blood Sugar
Lymphomas
Pacemaker
Renal Failure
Seizure Disorder
Stroke
Thyroid Disorder
Vision Impaired
Other: _____
_____
_____
_____
_____

Allergies: Place a ✓ by all that apply.

No Known Allergies
Aspirin
Codeine
Environmental
Latex
Lidocaine
Penicillin
Sulfa
X-Ray Dyes
Other: _____
_____
_____

Medical Insurance:

Medical Insurance Company: _____
Policy #: _____
Other Medical Insurance: _____
Policy #: _____
Medicaid #: _____
Medicare #: _____

Other information about you that would be helpful for others to know in an emergency:

_____
_____
_____
_____
_____
_____

Source: SeniorNavigator

Home Emergency Preparedness

3 Actions You Should Take to Prepare Your Home and Family in Emergencies

1 – Put a Kit Together

- Have at least **3 days of supplies** in an easy-carry kit with additional supplies on hand.
- **Water** – One gallon per person per day.
- **Food** – Nonperishable foods that require no refrigeration, preparation, cooking and little or no water. (energy bars, ready to eat soup, peanut butter, etc.)
- **Medicine** – Place your medication bottles in a ziplock bag, along with a personal medication record, and a first aid kit.
- **Fuel** – Ensure your vehicle's tank and generators are full. Buy extra fuel and store in approved fuel containers.
- **Flashlight and Radio** – hand-crank; have extra batteries with you.
- **Cell Phone** – Keep your cell phone charged; don't forget your battery charger.
- **Tools** – Wrench, can opener, screwdriver, hammer, pliers, knife, duct tape, plastic sheeting, garbage bags/ties, eating utensils, pencils, paper.
- **Clothing and Bedding** – A change of clothing for everyone in your family, sturdy shoes, gloves and jacket if necessary; two blankets or one sleeping bag per person.
- **Personal Items** – Copies of important papers, identification cards, insurance policies, birth certificates, passports, etc.; eyeglasses, contact lenses and solutions, hearing aids and extra batteries; an up to date list of all medications (med name, dosage, physician's name and phone number); comfort items such as books and toys if needed.
- **Sanitary Supplies** – You may need toilet paper, towelettes, feminine supplies, personal hygiene items, diapers, Depends, bleach.
- **Money** – Have cash (ATM's and credit cards won't work if power is out).
- **Contact Information** – Carry a current list of family phone numbers and email addresses, including someone out of the area who may be contacted if need be.
- **Pet Supplies** – For each pet include food, water, a collar/leash/cage/carrying case, litter box or plastic bags, ID tags, any medications and vaccination information. Remember to check with your local emergency shelters BEFORE you need to evacuate to find out if you can bring your pets – MOST EMERGENCY SHELTERS WILL ONLY ALLOW SERVICE ANIMALS.
- **Alternative Sources of Light and Heat** – Candles, small propane tanks and cookers (camping style – Coleman type cookers).
- Tape does not prevent windows from breaking. If you want to cover your windows, use 5/8" marine plywood.
- Plan to bring in all outdoor furniture, decorations, garbage cans and anything else that is not tied down.
- Determine how and where to secure your boat, canoe, kayak, etc

2 – Make a Plan

Planning ahead will help you have the best possible response to a disaster.

- *Do you live in a "low ground area", in an area that is prone to flooding, or in an identified "flood plain"?*
  - *Flood insurance is the only way to financially protect your property or business from flood damage. To learn more visit www.floodsmart.gov or call 1.800.427.2419.*
- *Where will you meet your family?*
- *Do you know how and when to shut off utilities such as electricity, water and gas?*
- *Do you know where your fire extinguisher is located and how to use it?*
- *Does a friend or family member know how to contact you?*
- *Do you have any family members with special needs (wheelchair bound, requires oxygen, blind or vision impaired, deaf or hearing impaired, etc.)*
- *Have you included your pets in your emergency plan?*
- *Do you have a list of pet friendly hotels?*
- *Are you familiar with your community's evacuation routes?*

3 – Be Informed

- The better informed you are, the more effective you will be with your family, neighbors and community.
- Share your knowledge with your family, household and neighbors … encourage them to be prepared and informed.
- Give blood. Blood is needed all the time, but especially in times of emergency.

IMPORTANT TELEPHONE NUMBERS

Your county's
office of emergency services _____
non-emergency sheriff's office _____
Your local radio station _____
Your local Red Cross office _____

Dominion Energy: 1.888.667.3000
Virginia Department of Emergency Management: 1.866.782.3470
Virginia Department of Transportation (road conditions): 511 or 1.800.367.ROAD
FEMA National Flood Insurance Program: 1.800.427.4661
FEMA Disaster Assistance Hotline (after emergency only): 1.800.621.FEMA

911
Call 911 for Extreme Emergencies – Call 911 when you or someone else is in immediate danger, needs immediate medical assistance or sees or experiences a crime.
DO NOT call 911 for non-emergencies or to report a power outage.

211 – Virginia Disaster Recovery

During times of disaster, 2-1-1 VIRGINIA will provide an additional channel of communication for the citizens of Virginia. Working with local and state emergency management and disaster response officials, 2-1-1 VIRGINIA will provide –

- Accurate and up-to-date information on community and regional response.
- Volunteer and donation coordination.
- Crisis intervention and human services coordination.
- Access to disaster support services during the entire recovery process.

Evacuation Routes: Become familiar with your evacuation routes.
Middle Peninsula – residents evacuate using Route 17 NORTH to Route 33W to 64W or as otherwise directed
Northern Neck – residents evacuate using Route 17 to FREDERICKSBURG

Residents should evacuate if:

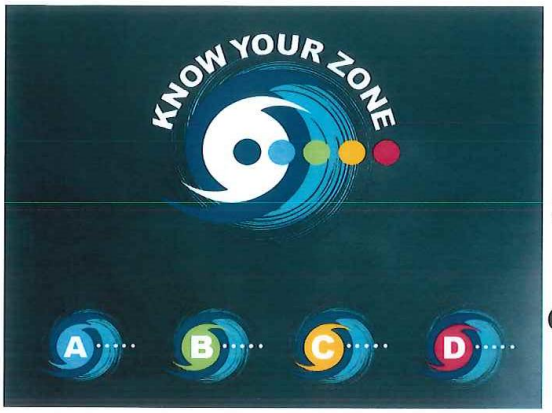
- advised to leave by officials
- live in a storm surge zone
- live in low-lying or flood zone areas
- live in a manufactured home or recreational vehicle
- require respirator or other electric dependent medical equipment
- medications that require refrigeration

Pet Disaster Supply Kit

Your kit should include the following items:

- Identifications tags on collars
- Medications, immunization records
- First aid kit
- Sturdy leashes, muzzles, harnesses, carriers or cages to transport pets safely
- Carriers should be large enough for the pet to stand comfortably, turn around and lie down
- Include blankets or towels for bedding and warmth
- Current photos of you with your pet in case they get lost
- Food, drinking water, bowls, cat litter/pan and can opener
- Information on feeding schedules, medical conditions, behavior problems
- Name of your veterinarian
- Pet bed and toys – if easily transportable
- Treats

Find out ahead of time if your local evacuation shelter accepts animals and what type.



Know where you are.

So you know when to go!

Go to KnowYourZoneVa.org

Know your evacuation zone!

That way, when a storm hits, you'll know if you should stay put or leave. It could stop you from being stuck in traffic in a storm – and it could save your life, too. To find out your zone: Go to **KnowYourZoneVa.org**

The "Know Your Zone" evacuation plan was designed to enhance current evacuation plans, boost safety and improve travel efficiency in the event of hurricanes or other disasters.

Know Your Zone serves the residents of the following localities:

- **Cities:** Chesapeake, Hampton, Newport News, Norfolk, Poquoson, Portsmouth, Suffolk, Virginia Beach
- **Counties:** Accomack, Essex, Gloucester, Isle of Wight, James City, Lancaster, Mathews, Middlesex, Northampton, Northumberland, Richmond Surry, Westmoreland, York
- **Town:** Chincoteague

Hurricanes cause high winds, tornadoes and landslides, but their deadliest hazard is flooding. Tropical storms and depressions can be just as dangerous. The zones are designated A through D and will provide residents with a better understanding of whether they should evacuate in an emergency or shelter at home, based on their street address and the nature of the emergency event. Avoiding unnecessary evacuation travel will reduce traffic congestion, promote highway safety and lessen overcrowding at storm shelters.

As always, when a serious storm is expected to impact Virginia's coastal region, state and local emergency managers will work with local news media outlets that will broadcast and publish evacuation directives to the public.

The evacuation zones can be viewed at www.KnowYourZoneVa.org.

Shelter Information

County Disaster Contact Information

- Charles City County: www.charlescityva.us | 804-652-4511
- Essex County: www.essexva.gov | 804-445-8023 or 804-443-4365
- Gloucester County: www.gloucesterva.gov | 804-693-1390
- James City County: www.jamescitycountyva.gov/683/Emergency-Management | 757-564-2140
- King and Queen County: www.kingandqueenco.net | 804-785-5999 or 804-785-5891
- King William County: www.kingwilliamcounty.us | 804-769-2654
- Lancaster County: www.lancova.com | 804-436-3553
- Mathews County: www.mathewscountyva.gov | 804-725-7172
- Middlesex County: www.co.middlesex.va.us | 804-758-4330
- New Kent County: www.newkent-va.us | 804-966-8780 or 804-966-9618
- Northumberland County: www.co.northumberland.va.us | 804-580-7666 | Sheriff non-emergency: 804-580-5221
- Richmond County: www.co.richmond.va.us | 804-333-5089
- Westmoreland County: www.westmoreland-county.org | 804-493-8805 or 804-493-9147

H. Weather Information / Terms to Know

Tornado: A violently rotating column of air, usually pendant to a cumulonimbus, with circulation reaching the ground. It nearly always starts as a funnel cloud and may be accompanied by a loud roaring noise. On a local scale, it is the most destructive of all atmospheric phenomena.

Severe Thunderstorm: A thunderstorm that produces a tornado, winds of at least 58 mph, and/or hail at least ¾" in diameter. Structural wind damage may imply the occurrence of a severe thunderstorm. A thunderstorm wind equal to or greater than 40 mph and/or hail of at least ½" is defined as approaching severe.

Flash Flood: A flood which is caused by heavy or excessive rainfall in a short period of time, generally less than 6 hours. Also, at times a dam failure can cause a flash flood, depending on the type of dam and time period during which the break occurs.

Tornado Watch: Tornadoes are possible in your area. Remain alert for approaching storms. Know what counties or parishes are in the watch area by listening to NOAA Weather Radio or your local radio/television outlets.

Severe Thunderstorm Watch: Tells you when and where severe thunderstorms are likely to occur. Watch the sky and stay tuned to know when warnings are issued.

Flash Flood Watch: Issued to indicate current or developing hydrologic conditions that are favorable for flash flooding in and close to the watch area, but the occurrence is neither certain or imminent.

Tornado Warning: A tornado has been sighted or indicated by weather radar.

Severe Thunderstorm Warning: Issued when severe weather has been reported by spotters or indicated by radar. Warnings indicate imminent danger to life and property to those in the path of the storm.

Flash Flood Warning: Issued to inform the public, emergency management, and other cooperating agencies that flash flooding is in progress, imminent, or highly likely.

Tropical Cyclones: Tropical cyclones are low pressure systems that have thunderstorm activity with a defined surface circulation in counterclockwise rotation.

Tropical Depression: A tropical depression is a tropical cyclone that has winds of 38 mph or less.

Tropical Storm: A tropical storm is a tropical cyclone that has winds reaching 39-73 mph.

Hurricane: When the winds of a tropical cyclone exceed 74 mph, the storm is considered to be a hurricane. Hurricane season starts June 1 and continues to November 30. September is the most active month for hurricanes.

Storm Surge: A storm surge is a large dome of water, 50 to 100 miles wide, that sweeps across the coastline near where a hurricane makes landfall. Storm surge is the greatest potential threat to life and property associated with hurricanes.

Saffir Simpson Hurricane Scale: The Saffir-Simpson Hurricane Scale defines hurricane strength by categories. A Category 1 storm is the weakest hurricane (winds 74-95 mph); a Category 5 hurricane is the strongest (winds greater than 155 mph).

Category 1: Surge – 4 to 5 feet Winds – 74 to 95 mph

No real damage to building structures. Damage primarily to unanchored mobile homes, shrubbery and trees. Some coastal flooding and minor pier damage.

Category 2: Surge – 6 to 8 feet Winds – 96 to 110 mph

Some roofing, door and window damage. Considerable damage to vegetation and mobile homes. Flooding damages piers; small craft in unprotected moorings may break loose.

Category 3: Surge – 9 to 12 feet Winds – 111 to 130 mph

Some structural damage to small homes and utility buildings. Mobile homes destroyed. Flooding near the coast destroys smaller structures; larger structures damaged by floating debris. Terrain may be flooded well inland.

Category 4: Surge - 13 to 18 feet Winds – 131 to 155 mph

More extensive structural failures; some complete roof failure on small homes. Major erosion of beach areas. Terrain may be flooded well inland.

Category 5: Surge - 19+ feet Winds – 156+ mph

Complete roof failure on many homes and industrial buildings. Some complete building failures; small utility buildings blown over or away. Flooding causes major damage to lower floors of all structures near the shoreline. Massive evacuation of residential areas may be required.

Hurricane Watch: Hurricane conditions, heavy rain, tidal flooding, and winds above 75 mph are possible in the specified area of the watch within 36 hours.

Hurricane Warning: Hurricane conditions are expected in the specified area within 24 hours.

I. Drill Log

Date	Location	Notes	Supervisor Signature

Notes: