

**DISASTERS – LESSONS LEARNED:
HOW TO BEST EQUIP YOUR ORGANIZATION FOR BOTH THE PHYSICAL
AND EMOTIONAL CLEANUP
JULY 11, 2006**

Disaster-related Preparedness & Trauma Information Packet



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Disaster-related Preparedness and Trauma Information Packet – What’s included?

Basics about post-disaster recovery are included as well as policies and procedures that address disaster preparedness. In addition, a reference sheet is included for access to a plethora of trauma-related articles, research, and information. We encourage you to adapt the information to fit your organization’s needs.

The following information is specific to disaster-related trauma and is not intended to replace professional mental health advice. Referrals to your local Employee Assistance Programs and other mental health professionals are always recommended when applicable.

YOUR CENTER, Inc.

Emergency Preparedness Plan

Emergency Preparedness Plan

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I. Intruders

Emergency Procedures:

In the event a hostile, unauthorized individual ("intruder") gains entry to our property, the following procedures should be followed:

1. The staff person discovering the intrusion should immediately do an 'all-call' stating: "Staff alert in/at ___ (state where the intruder is (i.e., reception, staff conference room, front door, etc) __". An 'all-call' is established by picking up the handset of the phone, pressing the intercom button, then the page button, and then speaking clearly into the handset. This page should be heard throughout *most* of the property. Any/all available staff not attending to Program Participants should then call the second floor offices of the shelter wing (ext. 13, 14 or 24) to advise any present staff of the "Staff Alert", as the intercom is not easily audible in the upstairs office.

2. The staff person discovering the intrusion should then immediately call 911, telling the sheriff's office where the intruder is, using compass directions (e.g., the staff conference room is on the northwest corner of the building, the toddler playground is on the southeast corner of the fenced-in property, etc.). A map of the property with these compass directions will be posted in the R.A. office, the Administrative Assistant's office, and the mailroom, as well as at exits, and intermittent throughout the facility's hallways. The staff person should also clearly state what behaviors the intruder has demonstrated (e.g., throwing things, attempting to break in, making threats), and if the intruder is carrying anything that could be used as a weapon.

3. FOR RESIDENTIAL STAFF:

a. Upon hearing the "Staff Alert" call, the Resident Advocate, with cell phone in hand, will first lock the hallway door at the Program Participant phone area, and then begin to quickly but calmly lead all residents into the northeast dining area (the pink dining area), using the hallway entrance between the computer lab and the Resident Advocate office, making sure that all residents and children are accounted for. Once all residents and children are accounted for, lock the door that leads into the main hallway (the main hallway is the hallway on which the Resident Advocate's office is located). After securing the Program Participants in the northeast dining room, calm them by advising them that an intruder has been spotted on the property, but that law enforcement has been called, and that they are located in the safest area of the building.

b. If for some reason the intruder is able to gain access into the shelter side, and they attempt to break down the hallway doors, the Resident Advocate should then quickly lead all Program Participants through the door exiting the dining area, leading to outside. The residents are to then be led across the length of the yard, past the screened-in porch, and to the gate at the southwest corner of the yard. To open the gate, first release the lower latch, use your hip to gently put pressure on the gate to keep that latch open, and then release the upper latch. The Program Participants should then be led to the right, to hide in between the wooden fence and the chain link

fence. Everyone should then lay flat on the ground until law enforcement gives the go-ahead to leave the area.

c. Staff outside of the shelter area (i.e., in the reception area, storage room, or administrative wing) need to pay close attention to the location of the intruder announced in the "Staff Alert". For safety reasons, ***under no circumstances should a staff member cross the path of the intruder.*** If the Resident Advocate is in the storage room when the "Staff Alert" is announced, they should leave the storage room using the door next to the freezer, so they may attend to the residents without crossing the path of the intruder. This doorway should always be kept clear, in the event of an emergency.

4. FOR NON-RESIDENTIAL STAFF:

Staff in the administrative or reception areas should immediately gather up their program participants and take them to the exit farthest away from the location of the intruder. All staff should be familiar with the primary and secondary routes for emergency exit; these routes are mapped out in color on framed floor plans mounted on the walls throughout the facility.

5. If a window is broken in the shelter and the alarm goes off, no one should ever go toward the sound. Emergency procedures should then be as follows:

a. All building occupants should converge into the Resident Advocate (RA) office. The Resident Advocate on duty should then check the security keypad on the R. A. office wall to determine the zone location of the potential breach of security.

b. As the opening of a window or door may activate the alarm, the Resident Advocate shall then check the zone to determine if there is a true emergency.

c. Kentronics will automatically be notified by the alarm and call the shelter to determine if a true emergency exists. If there is no emergency, the Resident Advocate is to give the caller the code number, which is written on the bottom of the R.A. phone. If there is a true emergency, the Resident Advocate shall make up a false code number, which will cue Kentronics to notify CCSO for immediate dispatch.

Non-Emergency Procedures:

At intake, shelter residents should be advised of the meaning of a "Staff Alert" call, and of the importance of responding immediately to this call by rounding up their children and reporting to the northeast (pink) dining area.

The screen door on the porch needs to be locked at all times, and the deadbolt on the door leading from the shelter to the porch should be kept locked when there is no one on the porch.

Intruder Alert drills shall occur at least quarterly, allowing all shifts the opportunity to practice this important drill. These drills shall be documented in the shift report, and the Shelter Manager shall log these drills in an emergency procedures folder, noting date, time, and any comments or suggestions for corrective action.

Additionally, if an unknown person comes to the shelter after dark, no one is to be admitted through the gate without confirmation. At no time should a staff person exit the building to meet an unknown person.

A. The following scenario should be followed in the event of an uninvited visitor who may pose a threat to the shelter:

1. Make use of the cordless phone and call 911.
2. Notify all Program Participants and staff and lead them to the northeast dining area in the shelter side of the building, where there are no windows, and multiple escape routes.
3. Secure a cellular phone in the event the phone lines are damaged.
4. Tell the 911 operator that you are in the northeast corner of the building.
5. If there is a threat of gunfire, everyone should get as close to the floor as possible and stay away from doors and windows.

II. Tornado

Tornado Watch- When certain conditions exist, such as severe thunderstorms, which can spawn tornadoes.

Tornado Warning- When a tornado has been sighted or indicated by radar.

When a tornado watch or warning has been announced, take the following steps:

1. Close all blinds in the shelter.
2. An announcement will be made over the PA system directing shelter residents and staff to internal areas (i.e. kitchens, the resident advocate office, windowless hallways and the northeast dining area) and remain in the shelter until the warning passes.
3. Listen for reports from the local radio or TV station until the warning has passed.
4. Gather blankets for all residents to use as protective covers if a tornado strikes. Gather flashlights.
5. If the wind rises, everyone should go to the RA staff office or a central hallway where there are no windows. Cover everyone with blankets to protect them from flying objects should the tornado strike.

- ❖ **A tornado can strike without warning, but usually several hours elapse between the time a watch is announced and the time the storm reaches the area.**
- ❖ **The average tornado lasts only 8 to 10 seconds.**
- ❖ **In the southeastern United States, most tornadoes strike from March through September, and especially in April, May and June.**

III. Hurricane

Overview

The six month period from June 1 to November 30 is considered Hurricane season, with most hurricanes occurring in August, September and October. Hurricanes can be erratic, and therefore tracking information is helpful, but will not provide absolute information as to the predicted path of the hurricane. Although relatively few hurricanes actually make landfall, when they do, the sheer force and power can uproot trees, demolish buildings, cause long-term power outages, and create a state of emergency for days, or even weeks.

Definitions:

Gale Warning A warning associated with winds of 39 to 54 mph.

Hurricane An intense tropical weather system with a well defined circulation and a sustained wind speed of 74 mph or higher. The sustained wind speed in excess of 74 mph is used to categorize the strength, and thus the dangerousness, of the storm.

Category	Winds (mph)	Storm Surge	Damage
1	74-95	4'-5'	Minimal
2	96-110	6'-8'	Moderate
3	111-130	9'-12'	Extensive
4	131-155	13'-18'	Extreme
5	Above 155	>18'	Catastrophic

Hurricanes begin as strong tropical storm disturbances moving over warm water gaining strength and developing into tropical storms. When surface winds are sustained at an intense 74 mph, these storms are classified as a hurricane. As the hurricane moves over the ocean, a dome of water, the storm surge, forms in the middle. The storm surge is the most dangerous part of the hurricane. The storm surge is responsible for 9 out of 10 deaths in a hurricane.

The eye of the hurricane is deceptively calm, almost free of clouds, with light winds and warm temperatures. The average eye diameter is about 20 miles, though it can range from 5 to 60 miles. The eye wall is the organized band of intense convection immediately surrounding the eye. The strongest winds of the hurricane are in the eye wall.

Hurricane Warning Hurricane conditions are expected in the specific area of the Warning within 24 hours. Complete all storm preparations and evacuate dangerous or low-lying locations as soon as possible.

Hurricane Watch Hurricane conditions are possible in the area of the watch, usually within 36 hours. During a hurricane watch, prepare to take

immediate action to protect lives and property in case a hurricane warning is issued.

Indirect Hit	Generally refers to locations that do not experience a direct hit from a tropical cyclone, but do experience hurricane force winds (either sustained or gusts) or tides of at least 4 feet above normal.
National Weather Service	Issues a series of advisories on the storm. Each storm advisory includes a latitude and longitude (for tracking the storm), course, speed, mileage, and direction of the storm from the nearest major city. These advisories are issued at midnight, 6a.m., noon, and 6p.m. EDT, every day, as long as the storm remains a threat to the United States. Intermediate advisories may be issued as necessary to alert coastal interest to changes in the storm's path when landfall is imminent.
Storm Surge	Increase in sea level water height (from the average water height with no hurricane). Evacuation zones are identified by their likelihood of being flooded by this rising water, which is responsible for most hurricane deaths.
Tracking	Watching the progress of a storm by plotting the longitude and latitude coordinates provided during each storm advisory.
Tropical Depression	An organized system of clouds and thunderstorms with a defined circulation and top winds of 38 mph or less.
Tropical Storm	An organized system of strong thunderstorms with a defined circulation and top winds of 39 to 74 mph. Tropical storms can quickly develop into hurricanes. Storms are named when they reach tropical storm strength.
Tropical Storm Warning	Tropical storm conditions are expected in the specific area of the warning within 24 hours.
Tropical Wave or Disturbance	A cluster of clouds and/or thunderstorms without an organized circulation, moving through the tropics.

Hurricane or tropical storm movement can be monitored through **StormWatch** (an hourly storm report aired at 50 minutes after each hour) on the Weather Channel; this can also be accessed through weather.com on the internet. Most TV and commercial radio stations will include the details of the latest hurricane advisory during their weather programs. Storm details are also published in local papers, but these reports tend to be about 12 hours out of date. The Naval Research Laboratory website (http://www.nrlmry.navy.mil/tc_pages/tc_home.html) provides information gathered from the

National Oceanic and Atmospheric Administration (NOAA) and processes that information further to provide additional information regarding wind bands and projected distance of the storm from naval installations.

To Prepare for a Hurricane:

Prior to the Beginning of Hurricane Season:

1. The Shelter Manager, as the staff disaster specialist, will make an early-stage assessment of facility weaknesses, as well as an early-stage assessment of staff training. This assessment will also include evaluation of foliage on the property to determine the presence of any loose and/or dying limbs that need to be removed.
2. The Shelter Manager will be responsible for reviewing the findings from these early-stage assessments with the Executive Director.
3. A Corrective Action plan will be devised and implemented to correct these weaknesses before the commencement of hurricane season.
4. The Shelter Manager will identify staff willing to be available, at the shelter after the hurricane hits.
5. The Shelter Manager will assign readiness responsibilities to staff. These assignments shall be posted, with specific duties and time frames assigned.
6. The Shelter Manager will ensure an available reserve of emergency supplies such as nonperishable food, manual can opener, flashlights, batteries, charged cell phones/batteries, water, a portable battery-operated radio, and first aid kits.

At the Identification of a Hurricane (1-3 weeks prior to landfall):

1. The Shelter Manager will begin to secure the shelter facility and grounds, checking for the presence of loose eaves, troughs, spouts, ornamentation, windows, doors, and objects in the yard that may become projectiles by the force of wind.
2. The Shelter Manager will assign preparatory tasks to each staff member after they have assessed their own time lines for personal obligations.

Upon the Designation of a Hurricane Watch:

If the storm looks like it will strike land within the next 36 hours, a Hurricane Watch will be issued for the affected areas by the National Weather Service. At this point in time, it is appropriate for a staff meeting to be held to let all staff know what will be expected in the event of landfall in this locality. Those employees who may be able to help during this period should also be identified. Those living between the intracoastal waterway and the ocean, those living in house trailers, single parents with children, or staff caring for elderly relatives at home all have to be dismissed before their other co-workers.

Upon the Designation of a Hurricane Warning:

If it appears that the storm is likely to strike this locality within 24 hours, a Hurricane Warning will be issued. Although these warnings are issued no more than 24 hours prior to expected landfall, if the course of the hurricane is erratic, a warning may come only a few hours before landfall. It is very likely that the American Red Cross and Civil Defense Authority will announce the opening of emergency shelters in the area, and some citizens will begin evacuating to designated shelters.

96 Hours Prior to Anticipated Landfall:

1. The Shelter Manager will again secure the grounds, checking for the possibility of objects on the ground becoming projectiles by the force of wind.
2. Review inventory of batteries, flashlights, lanterns, weather radios and food supplies, medications, diapers, formula and other necessary supplies.
3. Ensure that the fuel tank of the generator is topped off.

48 Hours Prior to Anticipated Landfall:

1. Contact the local Public Safety Office/Emergency Management Office (PHONE NUMBER(S)) to ascertain the exact location of the storm and expected time of arrival.
2. Identify nearest shelter that is willing to accommodate residents and staff in the event of a significant evacuation and coordinate with YOUR STATE COALITION OR SIMILAR ENTITY.
3. Identify the nearest shelter outside the storm range to coordinate transferring the hotline—both the YOUR STATE COALITION OR SIMILAR ENTITY hotline and the YOUR CENTER hotline need to be transferred to this facility.
4. Hold a resident meeting to advise them of emergency procedures, including emergency preparation, evacuation plans and our procedures for keeping informed via the Public Safety Office.
5. Identify staff willing to stay for the duration of the hurricane, and set up relief staff for shifts in the aftermath. Locate volunteer staff from sister centers, with the assistance from the STATE operations center of the YOUR STATE COALITION OR SIMILAR ENTITY.
6. Contact YOUR STATE COALITION OR SIMILAR ENTITY at PHONE NUMBER to inform the staff of the transfer.
7. Initiate discussion with Public Safety officials regarding confidential evacuation shelter options.
8. Identify volunteer/staff drivers and /or charter a bus, depending on shelter census to transport residents if an evacuation is necessary.

36 Hours Prior to Anticipated Landfall:

1. Maintain contact with the Public Safety Office.
2. Fill empty water cooler jugs.
3. Purchase paper products, above mentioned supplies as necessary, canned meat, dry milk, water, crackers, bread, jelly, -- anything that does not require cooking or refrigeration.
4. Fill clean, empty milk jugs three quarters full with water and place in meat freezers to help keep meat frozen should power be lost.
5. Direct residents to pack belongings in preparation for evacuation, if appropriate. Don't forget toys and games for children.
6. Prepare food, water, linens and additional supplies that can be taken with the group in the event of an evacuation.
7. Secure exterior of the building. Bring in all patio furniture, picnic tables, grills, and chairs, anything that is not permanently affixed. Board-up windows depending on the risk.
8. Secure electronic equipment (i.e., computers) in plastic bags.

14 Hours Prior to Anticipated Landfall:

- 1) Continually monitor TV/radio reports and maintain contact with PSO to coordinate evacuation if necessary.
- 2) Proceed with call forwarding of the YOUR CENTER and YOUR STATE COALITION OR SIMILAR ENTITY hotlines. Depending on information received from Public Safety regarding winds in excess of 40 mph and power outages, hotline should be forwarded even if the shelter is not evacuated.
- 3) Make certain all cell phones are charged and operational.
- 4) Prepare locked portable file box for program participant records and confidentiality forms for evacuation.
- 5) Release non-essential staff.
- 6) Remain in contact with Board members to inform of preparation, need for assistance, etc.
- 7) Secure interior of the building by closing blinds and clearing hallways and floors of any unnecessary items.
- 8) Bolt all exterior doors.
- 9) Fill washing machines and bathtubs with water.
- 10) Distribute flashlights and lanterns to all residents and practice emergency procedures, i.e., which room to gather in (northeast kitchen) should winds become dangerous.
- 11) Locate insurance information and phone numbers.
- 12) If evacuation is necessary:
 - Contact YOUR STATE COALITION OR SIMILAR ENTITY with location.
 - Bring cell phones, supplies, personal belongings and program participant files with confidentiality forms, emergency contact information.
 - Maintain an accurate list of all persons evacuated. (If a program participant chooses not to evacuate, secure information on program participant destination in order to make contact after hurricane.)
 - Turn off main water and power supplies before leaving the building, empty ice bins in freezers.
 - Notify CCSO of evacuation and location for shelter.

During the Hurricane:

1. During the most severe parts of the hurricane, gather residents and staff into the northeast kitchen. Bring food, water, toys, pillows, blankets, lanterns and flashlights. Keep battery-powered radios nearby and on at all times.

After the Hurricane:

1. Return Hotline to shelter ASAP.
2. Notify YOUR STATE COALITION OR SIMILAR ENTITY that hotline is restored and the shelter is operational.
3. Contact builder or appropriate individuals to make repairs as necessary and notify insurance company.
4. If the shelter is severely damaged, PSO officials will arrange for alternate housing.
5. Collect lanterns and flashlights from residents.
6. Dispose of water.
7. Return furniture and other items outside.

“Boil Water” Notice

Due to flooding and damage that may be caused by the storm, the Florida Department of Health (DOH) may issue a “boil water” notice to take precautions against contaminated water. If a “boil water” notice is issued:

- Boil water before use, holding it at rolling boil for at least one minute before using it for drinking, washing, cooking, etc.;
- Disinfect water by adding 8 drops (about 1/8 tsp – this would form a puddle about the size of a dime) of plain unscented household bleach per gallon of water, and then let it stand for 30 minutes. If the water is cloudy after 30 minutes, repeat the procedure. Use a container that has a cap or cover for disinfecting and storing water to be used for drinking. This will prevent contamination.
- Use bottled water, especially for mixing baby formula.

IV. Fire Alarm

When the fire alarm sounds, the staff should assume that an emergency exists whether or not smoke or flames have been noted. It is imperative to think and act quickly.

R -- A -- C -- E

RESCUE – ALARM – CONTAIN - EVACUATE

- **RESCUE** the residents
- **Sound the ALARM**
- **CONTAIN** the fire
- **EVACUATE** the building

1. If smoke or fire is noted, available staff should rescue the residents who are in eminent danger and follow the remaining steps above. Call 911 or press the panic button if possible. Tell the operator the name and address of the shelter, your name and the situation. Remember to use directional coordinates if possible. The shelter faces the south. As an example, if the fire is the playroom, tell dispatch the alarm is coming from the eastern side of the building. Direct everyone to stay together and to get away from the fire and toward the street. Wait for the fire rescue team.
2. If smoke or fire is not evidenced, the alarm box in the first storage area in the administration wing should be accessed. On the alarm box will be either a yellow or red light flashing.
 - The red light indicates excessive heat or smoke in a certain area of the home. If the red light is glowing, determine which floor is in danger and follow the procedure above.
 - If a yellow light is glowing, the alarm may be silenced. To silence the alarm, press the trouble silence button above the light. The security system provider (ADT) should be contacted to report the problem and to provide further instruction.
3. When any danger exists, the shelter residents should be guided to a place of safety as quickly as possible.
 - All staff and residents should remain together.
 - Staff should ensure that everyone is present.
 - If someone is missing, the rescue workers should be advised as to who is missing and the number and location of their room.

- A Program Participant roster will be kept in the RA room, which staff should take with them prior to any emergency procedure.

The Victim Services Manager/Counselor and the Executive Director should be notified of the emergency as soon as safety allows. It is important that the Victim Services Manager/Counselor and the Executive Director are notified of any unusual or dangerous situation, however, the safety of the residents and staff is the first priority.

V. Chemical Emergency

Given the shelter facility's proximity to railway lines, state highways, and landfills, and given the nation's escalated security risk for terrorist attacks, YOUR CENTER has in place the following disaster plan for reacting to any chemical emergency which facilitates the safety and health of all staff and clients.

A chemical emergency may occur anywhere hazardous materials are manufactured, stored or transported. Toxic industrial chemicals can be in the gas, liquid, or solid state. They can be chemical hazards (e.g., carcinogens, reproductive hazards, corrosives, or agents that affect the lungs or blood) or physical hazards (e.g., flammable, combustible, explosive, or reactive).

In the event of a chemical emergency, staff are most likely to hear about a chemical emergency by radio, television or notification from the County Public Safety Office. County Public Safety officials will determine the safest plan of action for staff and employees, whether evacuation or "shelter in place".

I. Evacuation

- i. Public Safety will notify staff of the designated location for evacuation, if so ordered. Program participants will be given the option of evacuating to the designated emergency shelter or to a location of their choice. The Resident Advocate on duty, assisted by any staff present, will note which building occupants evacuated to the designated emergency shelter, as well as who is evacuating elsewhere (with emergency contact information for those individuals). The Resident Advocate on duty will advise all program participants wishing to evacuate to the designated emergency shelter to quickly gather their children, medications and identification.
- ii. Contact YOUR STATE COALITION OR SIMILAR ENTITY with location.
- iii. Bring cell phones, supplies, personal belongings and program participant files with confidentiality forms, emergency contact information.
- iv. Maintain an accurate list of all persons evacuated.

II. "Shelter-in-Place"

In the event that a "shelter-in-place" is advised for the area including the YOUR CENTER, all persons in the building will be notified that YOUR CENTER is preparing to shelter in place and that all doors will be locked after 3 minutes. All employees, visitors and program participants must decide whether to shelter in place at YOUR CENTER until the "all clear" is announced or whether they will leave the premises within 3 minutes. After that time, no one will be allowed to break the seal on the building until the "all clear" is announced.

In the following order, the Shelter Manager, Executive Director, or Resident Advocate on duty will immediately shut off heating/cooling units and fans that draw in air from the outside. Each building occupant, as instructed by the Shelter Manager or Advocate on duty, must assure that her windows are closed and locked.

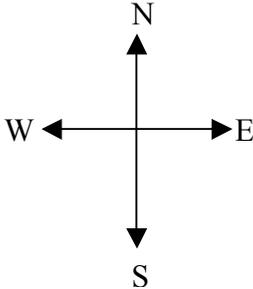
Signs will be posted to indicate that a "shelter in place" is in effect and that doors will not be opened until the "All Clear" is sounded.

Any staff present will then assist the Resident Advocate on duty to quickly but calmly lead all program participants and visitors into the northeast dining area (the pink dining area), making sure that all program participants, children, visitors and staff are accounted for. The Resident Advocate on duty will then ensure that a cellular phone and the battery-operated emergency radio are also brought into the northeast dining area. Once all building occupants are accounted for, all windows and doors will be closed, locked and sealed. Within the closets of this area will be kept emergency supplies such as flashlights, extra batteries, a first aid kit, and bottled water.

The Resident Advocate on duty shall listen to the emergency radio for further instructions. When the “all clear” is announced, any staff present shall open windows and doors, turn on ventilation systems and go outside with all other building occupants until the building’s air has been exchanged with the now clean outdoor air.

VI. Property Layout

USE THIS PAGE AS A MAP/BLEUPRINT OF YOUR SHELTER AND ITS GROUNDS



Key:

-  Lockable access
-  Doors
-  Chain-link Fence
-  Privacy Fence

VI. Bomb Threats

I. BOMB THREAT RECEIVED BY PHONE

1. The caller receiving the calling should see if someone else is available, write a note instructing them to use another phone to contact the County Sheriff's Department by dialing 911 so they can attempt to trace the call. This should be done only if it can be done without any distraction that may make the caller hang up prematurely.
2. Listen carefully to the details of the threat and try to keep the caller talking until the answers to the following questions have been obtained.
 - A. When is the bomb going to explode?
 - B. Where is the bomb right now?
 - C. What kind of bomb is it?
 - D. What does it look like?
 - E. Where are you calling from?
 - F. Did the caller place the bomb?
 - G. Why?
3. Carefully note the following:
4.
 - A. The exact words of the caller.
 - B. Whether the caller is male or female.
 - C. Any distinctive voice characteristics.
 - D. Any background characteristics/noises.
5. When the caller hangs up, **do not hang up your phone.** As soon as the caller hangs up, note the time, and using a different phone call 911. The staff member should identify themselves as being from YOUR CENTER and notify the County Sheriff's Department of the bomb threat providing them with whatever information is requested. **(DO NOT HANG UP THE PHONE UNTIL INSTRUCTED TO DO SO BY LAW ENFORCEMENT.)**
6. The staff will advise the individuals present at the shelter of the threat. The Executive Director is to be notified as soon as possible.
7. The staff member on duty will make every effort to calm program participants.
8. If necessary, program participants should ready themselves for evacuation by congregating at the front door of the shelter. They should wait for law enforcement presence before opening the door or exiting the building whenever this seems reasonable.
9. Evacuation should be carried out in a calm and orderly manner and will use the following steps:

- A. All staff and program participants will exit the shelter as a group and walk through the front door of the shelter.
 - B. A head count will be taken by the senior-most staff member on duty to ensure that everyone has vacated the facility.
10. The agency will cooperate with law enforcement and press all appropriate charges if a suspect is identified.
11. Evacuees may return to the shelter two hours after the alleged time of detonation (if one was given by the individual(s) making the threat) or after law enforcement advises that the situation is clear.
12. In the event the shelter is damaged or there is suspicion or threat of future damage, residents and their children will be provided shelter at an alternate shelter facility until the crisis is resolved. The Executive Director will assess the situation and options available and determine the most appropriate course of action for the safety of the program participants and staff. Residents and their children who are in the most potential danger from their abuser will be transported first to a place of safety.
13. Under no circumstances will anyone address representatives of the media except the Executive Director or the President of the YOUR CENTER Board of Directors.

II. BOMB THREAT RECEIVED BY MAIL

1. The individual who receives the bomb threat should allow no one to handle it.
2. Everything about its receipt should be documented.
3. Individual receiving the bomb threat should notify the County Sheriff's Office (911).
4. Until law enforcement arrives:
 - A. Make all necessary searches carefully – **DON'T TOUCH ANYTHING!**
 - i. Look for something suspicious, out of place.
 - ii. Search from waist height to ceiling, then from waist height to the floor.
 - iii. Search in pairs if possible.
 - B. If something is suspicious – **DON'T TOUCH IT!**
 - i. Evacuate the area.
 - ii. Don't disturb anything in the area.
 - iii. Secure the area from a safe distance and wait for law enforcement.
5. Building occupants should ready themselves for evacuation by congregating at the front door of the shelter. They should wait for law enforcement presence before opening the door or exiting the building whenever this seems reasonable.
6. Evacuation should be carried out in a calm and orderly manner and will use the following steps:

- A. All staff and program participants will exit the shelter as a group and walk through the front door of the shelter.
 - B. A head count will be taken by the senior-most staff member on duty to ensure that everyone has vacated the facility.
7. After everyone is evacuated from the shelter, the staff member on duty will notify the Executive Director of the situation.
 8. Evacuees may return to the shelter two hours after the alleged time of detonation (if one was given by the individual(s) making the threat) or after law enforcement advises that the situation is clear.
 9. In the event the shelter is damaged or there is suspicion or threat of future damage, residents and their children will be provided shelter at an alternate shelter facility until the crisis is resolved. Residents and their children who are in the most potential danger from their abuser will be transported first to a place of safety.
 10. Under no circumstances will anyone address representatives of the media except the Executive Director or the President of the YOUR CENTER's Board of Directors.

VIII. Generator Malfunction

YOUR CENTER does have a diesel generator for back-up power, but in the event of a generator malfunction, the following procedures shall be followed:

A. In the event of a power outage followed by a generator malfunction, which automatically cuts the phone service, the following back-up system shall be implemented:

1. There are two replacement telephones for use when the electricity goes out: The small (trim line) black telephone labeled "HOT LINE" is located in the bookshelf behind the Administrative Assistant's desk and is to be hooked up in the storage room; the black desk telephone for use at the Administrative Assistant's desk must be one of the two Program Participant telephones in the main shelter kitchen area.
2. Disconnect the main telephone switchboard at the Administrative Assistant's desk. Plug in the black desk telephone. This will give you access to our main telephone number. This is for incoming calls only if at all possible. However, it can be used to place outgoing calls for emergency purposes also.
3. The small (trim line) black telephone labeled "HOT LINE" is programmed for use on the hot line *only*. This will be hooked up in the storage room at the terminal box located high above the computer. There is a gray cord with bright red nail polish on each side of it. Pull that cord out at the one terminal only and leave dangling, and plug in the long cord that is attached to the telephone. This cord should be long enough to move the telephone set out into the hall and set on a cart, chair, etc., so that both telephones can be monitored at the same time.
4. **MAKE SURE THE RINGERS ARE TURNED ON AND ARE SET TO LOUD.**
5. Once the electricity is restored, remove the black desk set and plug in the switchboard set at the Administrative Assistant's desk. Go into the storage room and remove the long cord at the terminal above the computer. Plug in the gray cord again at the terminal and return the small black "HOT LINE" telephone set with the long cord to the bookcase in the Administrative Assistant's office, and the desk set to Program Participant telephone area in the shelter.

B. Front Gate Procedures

1. There are two sets of keys (one in the Resident Advocate's key box, and one on the wall in the Administrative Assistant's office) for opening the gate

when the electricity is off. Either set will work. It will take two people to disengage the gate.

2. Go out to the gate and take the "Security Gate Padlock" key (RED TAG), and unlock the padlock on the silver metal arm that is attached to the gate and the mechanical housing. (AS YOU ARE FACING THE GATE FROM THE INSIDE, IT WILL BE THE SECTION OF GATE ON THE RIGHT).
 3. While one person pulls on the gate section to open it, the other person will need to pull on the silver metal arm toward them so that it bends and opens one side of the gate.
 4. While one person holds the gate in the open position, the other person will need to take the "Security Gate Flap Door" key (BLUE TAG) and go the BACK side of the plastic box that holds the mechanics of the gate. There you will find a "flap" door (this will be on the side of the box that is *next* to the brickwork of the fence). Insert this key and open the flap door. Inside you will find a switch that looks like a regular light switch. FLIP THIS SWITCH **DOWN** INTO THE "OFF" POSITION. This will stabilize the gate and allow entrance/exit on one side of the gate.
 5. **GO BACK INSIDE THE SHELTER AND CALL THE COUNTY SHERIFF'S OFFICE TO ADVISE THEM THAT THE SHELTER GATE IS OPEN DUE TO THE POWER FAILURE.** They will monitor the premises more frequently.
 6. To shut the gate once the power is restored, reverse the above procedure.
- C. It will also be necessary after a power outage to turn on the server in the storeroom to reinstate access to the Internet and interoffice e-mail.

REFERENCES AND RESOURCES

David Baldwin's Trauma Information Pages: <http://www.trauma-pages.com>

The British Embassy in Thailand, *Coping with a Natural Disaster*:
<http://www.trauma-pages.com/pg5.htm>

The Green Cross Foundation: <http://www.greencross.org>

Healing Resources info – Preventing and Healing Stress-related Problems:
http://www.traumaresources.org/emotional_trauma_overview.htm

International Critical Incident Stress Foundation, Inc.: <http://www.incisf.org>

The International Society for Traumatic Stress Studies, *ISTSS Response to Recent Disasters*: <http://www.istss.org/>

National Institute of Mental Health, *Coping with Traumatic Events*:
<http://www.nimh.nih.gov/healthinformation/traumaticmenu.cfm>

National Mental Health Association, *Katrina: NMHA Responds*:
<http://www.nmha.org/katrina/index.cfm>

SAMHSA's Disaster Relief Information:
<http://www.mentalhealth.samhsa.gov/disasterrelief>