

BRAZOS VALLEY COUNCIL ON ALCOHOL AND SUBSTANCE ABUSE (BVCASA)

EMERGENCY MANAGEMENT AND DISASTER RECOVERY PLAN

Plan Adopted February 15, 2018, Reviewed and Updated Annually

4001 E. 29th Street, 405 W. 28th Street, and 300 S. Sims, Bryan, TX 77803

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INTRODUCTION AND PURPOSE

BVCASA is committed to the safety and well-being of its staff, clients, and guests. Upholding this commitment requires planning and practice. This plan exists to satisfy those needs and to outline the steps to be taken to prepare for and respond to an emergency affecting the organization and any of its facilities.

Goals

The goals of BVCASA in responding to an emergency situation include:

- Ensure the safety of all staff, residents, and guests.
- Safeguard the physical and emotional well-being of staff, residents, and guests.
- Ensure the timely stabilization of an emergency situation, along with orderly actions and decisions to control damage and loss.
- Ensure the protection of BVCASA facility, property, and the belongings of staff, residents, and guests.
- Resume partial or complete agency activities in a timely manner, including both service provision and administrative functions, such as payroll, accounting functions, computer/data access, etc.

Applicability and Scope

This plan applies to all employees of BVCASA and any person occupying the physical plant of BVCASA; to include employees, residents, clients/participants, and guests.

The scope of this plan is intended to encompass all emergencies and disasters. For the purpose of this manual, an emergency is defined as an event impacting only BVCASA that requires an urgent response (e.g., medical emergencies, fire in the building, power outage in the building). A disaster, on the other hand, is characterized by an event that impacts a larger population of our community and/or state and requires the coordination between multiple organizations and/or entities to provide response and support (e.g., flooding, hurricane/tornado, severe weather, mass power outages). A disaster is also defined as any event that overwhelms local resources as a result of natural or manmade causes.

This plan may be consulted when responding to any and all emergencies or disasters. When encountering a situation which has not been expressly addressed in this plan, use good judgment and the guiding principles outlined below.

This Emergency and Disaster Operations Manual will not:

- Tell us exactly what to do from minute to minute once an event occurs.
- Answer every question or solve every problem encountered in an emergency.

This Emergency and Disaster Operations Manual will:

- Provide us with a well-devised system to best organize our resources and guide each person to the duties and functions he or she will be responsible for in the event of an emergency.
- Help our staff prepare, as well as effectively and efficiently organize, to quickly begin recovery from an emergency or disaster.
- Need to be updated and improved upon on an annual basis and as needed with staff changes.
- Need to be practiced. Many vital questions and problems will be answered and solved by activating and practicing the Emergency Plans. It is especially important that new information learned after using this plan in practice and in response to real emergencies become incorporated in revisions.

Responsibility

The BVCASA emergency plan is the responsibility of the Executive Director. The Executive Director, in coordination with leadership and quality assurance staff, will review and update this plan at least once annually. Revisions will be made as needed throughout the year. Any suggestions, comments, or questions should be directed to the Executive Director.

Order of Succession

Leadership authority during an emergency shall flow downward through the following list of people:

1. Executive Director
2. Finance Director
3. Facility/Program Director

Emergency Communications

During an emergency, BVCASA will use the following means and methods of communication.

- Landline telephones
- Cell phones
- Texting
- Email
- Two-way radios at the facility

Plan Locations

Horizon First Floor	Reception Desk and Program Director's office
Horizon Second Floor	Monitor's office
Horizon Third Floor	Monitor's office
McCaffrey House	Monitor's office
Carter Creek	Reception Desk

Public Posting

This plan is posted publicly on BVCASA's website: <https://t.ly/2pSVI>

Exits

Exit signs and directional arrows are easily seen and read. Exit signs indicate an exit route in a continuous and unobstructed path of exit travel from any point within the facility to a place of safety. The exit route consists of three parts:

- Exit access portion of an exit route that leads to an exit.
- Exit portion of an exit route that is generally from other areas to provide a protected way of travel to the exit discharge.
- Exit discharge part of the exit route that leads directly outside or to a street, walkway, refuge area, public way, or open space with access to the outside.

Drills

Monthly fire drills are conducted in all facility locations, and on every shift, including administrative areas. These drills will address several alternate evacuation routes that apply to all emergencies/disasters addressed in this plan. Additionally, the location of the main water valve and circuit breaker/main fuse box will be addressed.

KEY CONTACTS

BVCASA STAFF PHONE LIST			
NAME	TITLE	WORK PHONE	CELL/OTHER
Crystal Crowell	Executive Director	979-846-3560, x101	
Tiffany Cantrell	Finance Director/Placement Coordinator	979-846-3560, x102	
Sarah Trim	Human Resources Director	979-846-3560, x107	
Josh Stone	Director of TDCJ Programs	979-823-5300, x115	
Brenda Pavelka	TDCJ Clinical Manager	979-823-5300, x111	
Jamie Munger	Lead Counselor	979-823-5300, x105	
Rebekah Smith	Direct Care Staff Supervisor	979-823-5300, x117	
Dena Horsman	Facilities Coordinator	979-823-5300, x129	
Regina McClain	Quality Assurance/PREA Coordinator	979-846-3560, x110	
Gary Jones	Maintenance Supervisor	979-823-5300, x109	

EXTERNAL PHONE LIST			
AGENCY	OFFICE PHONE	CELL PHONE	EMAIL/WEBSITE
American Red Cross: - Main - Toll Free - Andrew Gaul	979-776-8279 888-733-2767 512-982-4271		andrew.gaul2@redcross.org
Brazos County Emergency Communications District (9-1-1) - Emergency - Laura Blackburn	9-1-1 979-779-0911		lblackburn@bc911.org
Brazos County Inter-Jurisdictional Emergency Management: - General - Michele Meade (Brazos Co.) - Jason Ware (Brazos Co.)	979-821-1000 979-821-1011 979-821-1010	979-255-6182	mmeade@brazosco.tx.gov jware@brazoscountytx.gov
Brazos County Roads and Bridges - Main - Fred Paine (Director of Planning)	979-822-2127		fpaine@brazoscountytx.gov
Brazos County Sheriff's Department - Main - Non-emergency	979-361-4900 979-361-4100		www.brazoscountysheriff.org
Brazos Food Bank: - Main - Theresa Mangapora	979-779-3663	979-220-3418	tmangapora@bvfb.org

EXTERNAL PHONE LIST			
AGENCY	OFFICE PHONE	CELL PHONE	EMAIL/WEBSITE
Brazos Valley Volunteer Organizations Active in Disaster (VOAD) - AJ Reynolds, Chair - Peggy Goss, Sub-Chair	979-696-4483	979-220-3046	ajreynolds@tamu.edu pgoss@uwbv.org
Bryan Fire Department - Emergency - City of Bryan - Gregory Cox	9-1-1 979-209-5960 979-209-5960		www.bryantx.gov gcox@bryantx.gov
Bryan Police Department - Emergency - City of Bryan - PIO – Seth Waller	9-1-1 979-209-5300 979-209-5452		www.bryantx.gov swaller@bryantx.gov
Bryan Texas Utilities (BTU) - Administration Office - 24-hour Power Outage line	979-821-5715 979-822-3777		www.btutilities.com
- BVCOG – Public Safety Planning	979-595-2800		
City of Bryan Public Works	979-209-5900		pwcc@bryantx.gov
City Public Communication - Lacey Lively	979-209-5141	409-658-9922	www.bryantx.gov llively@bryantx.gov
First United Methodist Church <u>*EVACUATION SITE</u> 506 E. 28th Street, Bryan 77803	979-779-1324		
Texas Department of Criminal Justice - Contracts - Monitor – Richard Yosko	936-294-6575		RRD_CM@tdcj.texas.gov richard.yosko@tdcj.texas.gov
Texas Department of Transportation (TxDOT) - Administrative Office - Public Information Office – Bobby Colwell	979-778-9600 979-778-9764		www.txdot.gov bobby.colwell@txdot.gov
Texas Health and Human Services Commission - Contracts – Christopher Martinez - Facility Licensing	737-867-6656 512-834-6638		christopher.martinez2@hhs.texas.gov SUDCU@hhs.texas.gov
Texas Information and Referral Network (TIRN)	877-541-7905 877-541-7905 (toll free)		info@tdhca.state.tx.us

EXTERNAL PHONE LIST			
AGENCY	OFFICE PHONE	CELL PHONE	EMAIL/WEBSITE
Volunteer Center (RSVP - BVCOG) - Curt Sterner	979-595-2800 x2026	979-777-7837	acsterner@gmail.com

PHONE LIST – FACILITY SERVICES			
AGENCY	OFFICE PHONE	CELL PHONE	EMAIL/WEBSITE
Acme Glass Company - Main - After Hours - Toll Free	979-822-1577 979-822-5871 800-324-2263		
Atmos – Gas - Main - Customer Service - Emergency	979-744-2500 888-286-6700 866-322-8667		
BVCOG – IT Services - Bo Moncivais	979-595-2800	979-777-1841	bo.moncivais@bvcog.org
Kay Electric Co. – Electrician - Bruce Kay	979-219-1598		https://www.plumberbryantx.com/
Landlords/Property Managers Carter Creek: - BVAHC (Paul Turney) - Josh Isenhour	979-595-2809 979-268-6840	979-777-1915 979-220-1317	pturney@bvahc.org josh@clarkisenhour.com
Horizon: - Hussain Askari - Equity Real Estate			haskari@suddenlink.net pm@equitybcs.com
Lindsay Communications - Phone - Bruce Lindsay	979-779-5555, x102		phoneman5555@gmail.com
Orkin – Exterminator	855-628-5591		
Mosqueda Cooling and Heating – A/C repair	979-246-4182		https://www.mosquedacooling.com/
Superior Service Company – Freezer repair	979-775-8700		
Tuma Plumbing – Plumber Caleb Tuma	979-739-1996		
Watkins Insurance - Scott McGuire	512-542-3211		scott.mcguire@stephens.com

HORIZON EMERGENCY EQUIPMENT/SUPPLIES

1. Keys	Gary Jones (979) 229-6833
2. Main Utilities	
a. Main electrical cut off switch	Outside behind kitchen
b. Main water shut off valve	Sub basement:B17
c. Main gas shut off	Gas meter
3. Sprinkler system	Sub basement:B17
4. Fire Extinguisher	
a. All routine fire types (Type ABC)	
b. Bicarb	
c. Compress Nitrogen	
5. Master fire alarm (pull box)	Behind front desk
6. Smoke and heat detectors	In each room/office

General Facility Supplies & Equipment

- First Aid Kits
- Hand sanitizer
- Self-clinging bandages
- Latex gloves
- Coolers
- Plates, cups, straws, and utensils
- Plastic bags
- Hand wipes
- Personal wipes
- Toilet Paper
- Batteries
- Bleach/sterilizing cleaners
- Flashlights
- Radio
- Mops and Buckets
- Extension cords
- Lighters and Matches

SECTION I:

TYPES OF EMERGENCIES/DISASTERS

Active Shooters

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

Good practices for coping with an active shooter situation:

- Be aware of your environment and any possible dangers.
- Take note of the two nearest exits in any facility you visit.
- If you are in an office, stay there and secure the door.
- If you are in a hallway, get into a room and secure the door.
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.
- **CALL 911 WHEN IT IS SAFE TO DO SO!**

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

1. Evacuate
 - If there is an accessible escape path, attempt to evacuate the premises. Be sure to:
 - Have an escape route and plan in mind
 - Evacuate regardless of whether others agree to follow
 - Leave your belongings behind
 - Help others escape, if possible
 - Prevent individuals from entering an area where the active shooter may be
 - Keep your hands visible
 - Follow the instructions of any police officers
 - Do not attempt to move wounded people
 - Call 911 when you are safe
2. Hide out If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:
 - Be out of the active shooter's view
 - Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
 - Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet If evacuation and hiding out are not possible:
- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

3. Take action against the active shooter. As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:
 - Acting as aggressively as possible against him/her
 - Throwing items and improvising weapons
 - Yelling
 - Committing to your actions

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard. Officers usually arrive in teams of four. They may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment. Officers may be armed with rifles, shotguns, and handguns. They may use pepper spray or tear gas to control the situation. Officers may shout commands, and may push individuals to the ground for their safety.

How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling

Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises Information to provide to law enforcement or 911 operator:

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

The first officers to arrive on the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises. Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

REACTIONS OF MANAGERS DURING AN ACTIVE SHOOTER SITUATION

Employees and customers are likely to follow the lead of managers during an emergency situation. During an emergency, managers should be familiar with their emergency action plan, and be prepared to:

- Take immediate action
- Remain calm
- Lock and barricade doors
- Evacuate staff and customers via a preplanned evacuation route to a safe area Assisting Individuals with Special Needs and/or Disabilities
- Ensure that EAPs, evacuation instructions, and any other relevant information address to individuals with special needs and/or disabilities
- Your building should be handicap-accessible, in compliance with ADA requirements.

RECOGNIZING POTENTIAL WORKPLACE VIOLENCE

An active shooter in your workplace may be a current or former employee, or an acquaintance of a current or former employee. Intuitive managers and coworkers may notice characteristics of potentially violent behavior in an employee. Alert your Human Resources Department if you believe an employee or coworker exhibits potentially violent behavior. Indicators of Potential Violence by an Employee Employees typically do not just “snap,” but display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be managed and treated. Potentially violent behaviors by an employee may include one or more of the following (this list of behaviors is not comprehensive, nor is it intended as a mechanism for diagnosing violent tendencies):

- Increased use of alcohol and/or illegal drugs
- Unexplained increase in absenteeism; vague physical complaints
- Noticeable decrease in attention to appearance and hygiene
- Depression/withdrawal
- Resistance and overreaction to changes in policy and procedures
- Repeated violations of company policies
- Increased severe mood swings
- Noticeably unstable, emotional responses
- Explosive outbursts of anger or rage without provocation
- Suicidal; comments about “putting things in order”
- Behavior which is suspect of paranoia, (“everybody is against me”)
- Increasingly talks of problems at home
- Escalation of domestic problems into the workplace; talk of severe financial problems
- Talk of previous incidents of violence

- Empathy with individuals committing violence
- Increase in unsolicited comments about firearms, other dangerous weapons and violent crimes

MANAGING THE CONSEQUENCES OF AN ACTIVE SHOOTER SITUATION

After the active shooter has been incapacitated and is no longer a threat, human resources and/or management should engage in post-event assessments and activities, including:

- An accounting of all individuals at a designated assembly point to determine who, if anyone, is missing and potentially injured
- Determining a method for notifying families of individuals affected by the active shooter, including notification of any casualties
- Assessing the psychological state of individuals at the scene, and referring them to health care specialists accordingly
- Identifying and filling any critical personnel or operational gaps left in the organization as a result of the active shooter LESSONS LEARNED To facilitate effective planning for future emergencies, it is important to analyze the recent active shooter situation and create an after-action report. The analysis and reporting contained in this report is useful for:
- Serving as documentation for response activities
- Identifying successes and failures that occurred during the event
- Providing an analysis of the effectiveness of the existing EAP
- Describing and defining a plan for making improvements to the EAP

Ref: US Dept of Homeland Security, Active Shooter: How to Respond

Bomb Threats

While threats to detonate a bomb are usually not enacted, every threat potentially jeopardizes the life of all those in and around the targeted area. As such, each threat must be taken seriously, and precautionary procedures implemented. Bomb threats usually are generated via telephone and email, but can also be sent using a variety of different methods, such as letter, text message, etc.

Individual and Group Safety Guidelines

The following are important safety considerations for individuals:

- A bomb or incendiary device can take almost any form and can be triggered in a wide variety of ways. Therefore, under NO CIRCUMSTANCES should a suspicious object be touched or removed. People should be removed from the bomb, not vice versa.
- Communication in any area where a bomb may be present will be by telephone to prevent detonation by radio frequency.
- The decision to evacuate a building will be made by the Incident Commander, in consultation with the Executive Director or senior available administrator, if available.

The decision will be made with consideration given to a variety of factors, such as:

Recommendation of Incident Commander
Credibility of Threat
Recent History of Bomb Threats
Current Social/Political Climate
General Public Safety Matters

If evacuation is chosen, an announcement will be made in each area that there is a potentially serious electrical problem in the building and that the building must be closed. Occupants will be asked to proceed to the nearest exit, taking their personal belongings with them and leaving doors and windows open to dissipate the energy of a potential explosion. Appropriate staff will be posted if deviation from standard exit routes is necessary. Staff conducting the evacuation should behave in a calm and assured manner so as not to promote panic. If groups of people need to be relocated temporarily, the Incident Commander will establish a campus assembly point. The campus assembly point is designated as St. Anthony's Catholic Church parking lot located at 401 S. Parker St., Bryan, TX.

Telephone Bomb Threat Checklist

Instructions:

Be calm, be courteous and listen. Do not interrupt the caller when he or she is speaking, but when the caller stops talking, ask questions to get additional information.

Caller's Identity:

Male _____
Adult _____

Female _____
Juvenile _____

Estimated age _____ years

Origin of Call:

If you have Caller ID, record the caller's phone number _____
Phone Booth _____ Local Call _____ Long Distance Call _____

Caller's Voice:

Calm _____ Angry/Upset _____ Nervous _____ Laughing _____
Clear _____ Slurred _____ Muffled _____ Loud _____ Soft _____
Speech Impediment _____ Accent _____
High Pitch _____ Low Pitch _____ Taped Message _____
Do you know who the caller is? _____

Threat Language:

Well-spoken _____ Incoherent _____ Abusive _____
Record any details given such as location of bomb, who is targeted, time of detonation, the reason for the threat, etc. Be as exact as possible.

Additional Questions (*keep caller talking to obtain as much information as possible*).

Where did you put the bomb? _____

What time will it explode? _____

What does the bomb look like? _____

What kind of a bomb is it? _____

What will make the bomb explode? _____

Have you notified anyone else? _____

Are there others involved? _____

Who do you represent? _____

Did you place the bomb? Who did? _____

Where are you now? _____

Who are you? _____

What is your address? _____

When did you place the bomb? _____

How do you know so much about this facility? _____

Do you know there are innocent people who may be killed/injured? _____

Your Name & Phone Number _____ Date/Time of call _____

Drought or Extreme Heat

Drought is caused by long periods of time with little or no rainfall. Extreme heat occurs when the temperature reaches excessively high levels or when the combination of heat and humidity causes the air to become oppressive. Drought or extreme heat can occur in any area of the country. Extreme heat is especially dangerous to medically frail individuals, the very young, and the very old. Pay particular attention to these individuals in times of extreme heat.

Readiness:

- Conserve water throughout the year.
- Insulate facilities to reduce need for air conditioning.
- Acclimate to heat.
- Be able to recognize and treat heat impairment symptoms.

Response:

- Use water only for essential purposes.
- Reuse water whenever possible.
- Avoid overexertion.
- Pace yourself while working, wear light colored, loose-fitting clothing.
- Keep body fluid and salt level as close to normal as possible.
- Rest regularly.

Recover:

- Put heat victim in the shade and give water to drink.
- Lower body temperature.
- Get immediate medical attention to anyone who faints from heat exposure.

Earthquakes

An earthquake is a “shaking or trembling of the earth that is volcanic or tectonic in origin.” Most earthquakes result from an abrupt rupturing of great masses of rock beneath the earth’s surface and usually occur without warning. Aftershocks can be as dangerous as the initial earthquake. Although 39 states in the U.S. have medium to high potential for a quake to occur and thousands occur yearly, most of these are too mild to feel.

Readiness:

- Support implementation of safe building codes and comply with these codes in your facility.
- Organize and support programs to prepare for future earthquakes.
- Train staff and consumers on how to avoid injury and panic during an earthquake.
- Train staff on how to turn off water, gas and electricity at main switches and valves.
- Check facilities for earth quake hazards.

Response:

- Indoors—stay inside against an inside wall or inside a stairwell.
- High-rise or large commercial building—get under a desk or heavy table. Do not try to leave the building.
- Turn off utilities at main shut-off.
- Outside—get away from buildings, utility poles and trees.
- In vehicle—pull safely off the road and avoid bridges and overpasses.

Recover:

- Check for injuries and fires and respond.
- Check for imminent hazard, leaking gas lines, downed electrical wires, etc.
- Clean up spilled medicines and other potentially harmful materials.
- Check chimneys, closets and all storage areas carefully.
- Report damages to your insurance carrier.

Fire

The following evacuation procedure for staff, clients and visitors is followed in the event of a fire:

- When an alarm sounds, staff directs clients outside facility in accordance to posted fire evacuation route(s). Clients with handicaps receive first priority.
- Visitors and staff follow the posted fire evacuation route
- Staff checks each living area to ensure everyone is out of the building, directs clients to St. Anthony's Church parking lot located at 401 Parker St., Bryan, TX., conducts a count to insure all clients are safe and accounted for, require everyone to stay away from the building until fire department gives the all clear signal, and in the event the facility is determined unsafe, clients are transported to a designated temporary location as determined by Brazos County Health Department.
- Fire exits are marked and easily accessible
- Monthly fire drills requiring evacuation are conducted in all facility locations, and on every shift, including administrative areas.

Floods and Flash Floods

A flood is defined as the rise and overflow of a body of water that covers land not usually under water, occurring over a long period of time. Flash floods are quick rising floods usually from heavy rains over a short period of time, often several hours or even less.

Readiness:

- Ask your insurance broker about flood insurance.
- Avoid building in a flood plain.
- Follow local building codes.
- Stockpile emergency building materials.
- Make evacuation plans.
- Keep vehicles fueled to ensure rapid evacuation.
- Store drinking water in jugs, bottles and cans.

Response:

- As flood water rises:
 - o Shut down utilities, turn off open flames, shut off main gas valves, and close all discharge valves on all tanks containing flammable liquid or dangerous chemicals.
 - o Seal openings (doors and windows) or other vulnerable areas (cracked foundations) by using sandbags.
 - o Secure all outdoor items, such as furniture, lumber, etc.
 - o Move valuables to upper levels.
 - o Move car, machinery, and livestock to higher ground.
 - o Check emergency supplies.
- Do not attempt to drive on flooded roads or through underpasses
- Do not cross streams where water is above your knees.
- If a flash flood warning is given, move immediately to higher ground.
- Listen for evacuation announcements.

Recover:

- Report damages to your insurance carrier.
- Clear drains of debris.
- Be aware that there may be fires, flooding, or impairment to your facility's fire protection system.
- Exercise care around damaged or submerged power lines.
- Do not use food that has come in contact with floodwaters.
- Have all drinking water tested.
- Check for structural damages before re-entering any building.
- Let buildings air out for several minutes before re-entering and do not use matches or lanterns inside.
- Shovel mud while it is still moist.

Flood Checklist

When planning for a flood, a detailed checklist should be developed indicating the order in which processes are to be shut down and the facility secured. Determine in advance the length of time needed – expressed in hours or days – to accomplish these tasks, so that appropriate actions can be initiated at the proper time. Then, as each task is completed during either a flood watch or flood warning, check it off and move on to the next one.

Action	Time Needed	Done
1. Shut down processes safely.		<input type="checkbox"/>
2. Brace unsupported structural members at construction sites.		<input type="checkbox"/>
3. Update important backup records and move them to a location not vulnerable to flooding.		<input type="checkbox"/>
4. Anchor outdoor items that can be moved by flood waters, such as trailers, lumber, outdoor furniture, etc.		<input type="checkbox"/>
5. Assemble the following supplies and equipment at a central, secure location: ____ Portable pumps and hose ____ Mops and squeegees ____ Emergency lighting ____ Tarpaulins ____ Lumber and nails ____ Power and manual tools ____ Sandbags ____ Shovels and axes		<input type="checkbox"/>
6. Ensure that the emergency staff remaining on premises has the following: ____ Non-perishable food ____ Radio receivers ____ First aid equipment ____ Bottled drinking water ____ Lighting		<input type="checkbox"/>
7. Fill emergency generator tanks.		<input type="checkbox"/>
8. Inspect all fire protection equipment to be sure it is in service.		<input type="checkbox"/>
9. Place sandbags at vulnerable openings. Divert water from critical areas, such as holes in the foundations, doorway and sills.		<input type="checkbox"/>
10. Move important machinery, stock and reports to higher elevations. By knowing the past flooding history of the area, reasonably safe areas can be selected.		<input type="checkbox"/>
11. Shut off all flammable and combustible liquids lines at their source to prevent the discharge of such liquids from pipes broken by floating debris. Support exposed piping properly.		<input type="checkbox"/>

Action	Time Needed	Done
12. Make sure above and below ground tanks are properly anchored to prevent flotation. Fill empty tanks with water or product and extend vent lines on active tanks above the anticipated maximum water level.		<input type="checkbox"/>
13. Lash down portable containers of flammable or combustible liquids.		<input type="checkbox"/>
14. Shut off electrical power at the main building. Disconnect when that building is in imminent danger of flooding.		<input type="checkbox"/>
15. Install flood doors/covers.		<input type="checkbox"/>

Forest Fire/Wildfire

Forest fires or wildfires often begin unnoticed and spread quickly, sometimes changing direction with the wind and igniting brush, trees, and homes. Weather conditions can directly contribute to the occurrence of wildfires through lightning strikes, or indirectly through an extended dry spell or drought that contribute to the availability of fuel.

Readiness:

- Learn how to recognize fire conditions.
- Use fire carefully and wisely.
- Plan several escape routes.
- Clear an open space around your facility.

Response:

- Leave immediately if officials are evacuating your area.
- Breathe through a wet cloth; try to breathe air close to the ground where it is cooler and contains more oxygen and less smoke.
- Do not try to outrun a fire that is burning uphill – travel at right angles to the fire if possibly.

Recover:

- Report damages to your insurance carrier.
- Check carefully for hot spots upon re-entering.

Hazardous Materials and Radiation Release

Hazardous materials can include solids, liquids or gases. Unless properly handled, these materials can cause serious injury or death due to inhalation, fire, explosion or other serious accident. Radiation can cause serious illness or even death.

Readiness:

- Attend public information meetings to learn about the presence of dangerous chemicals and radioactivity, safety precautions, and mitigation measures being taken by the utility company, the local community, and the state.
- Learn about special dangers, especially to young children and elderly people.
- Know the locations of nuclear power plants, radioactive materials storage sites and radioactive waste dumps.
- Learn the major transportation routes through and around your community.
- Know the properties, hazards, and emergency procedures of any hazardous material used within your own agency. Obtain Material Safety Data Sheets (MSDS) from the manufacturer.
- Address evacuation routes during monthly fire drills.
- Ask your local emergency manager about correct responses to hazardous materials spills or radiological accidents.
- Learn specific dangers of the hazardous material and radiological materials kept in your community.
- Know what to do and whom to call if you are exposed to radioactive materials.
- Keep an emergency supply of food, water and medicines.

Response:

- If an accident occurs that endangers one of your facilities, a local emergency official will contact you.
- Move far away from the scene of the accident and keep others away.
- Do not walk into or touch any spilled substances.
- Avoid inhaling gases, fumes and smoke. Keep in mind that harmful gases may be colorless and odorless.
- Isolate your clothing and shoes after exposure to a radioactive substance; shower for 15 minutes the soap & water and seek emergency medical assistance
- Evacuate immediately or stay indoors, depending on instructions from local emergency officials.
- In the event of a hazardous material spill, instruct maintenance staff to turn off all air and heating vents. Close all doors and windows and seal gaps under doorways and windows with wet towels.
- Avoid taking vegetables from your garden or milk from livestock until they can be inspected by a local emergency official.

Recovery:

- Do not clean up strange spills or substances without consulting a qualified radiation authority. Consult local newspapers, radio and television for cleanup and recovery instructions.
- Follow local instructions concerning local produced food and water supplies.
- Clean up any residue carefully; follow instruction from local media or chemical manufacturer on cleanup methods.

Hostage Situations

A hostage situation refers to the unlawful abduction or restraint of one or more individuals with intent to restrict their freedom.

Individual and Group Safety Information

The following are recommendations in case you are in a hostage situation:

- Be patient. Time is on your side. Avoid drastic action.
- The initial 45 minutes are the most dangerous. Follow instructions, be alert and stay alive. The captor is in a highly emotional state of mind. Don't make mistakes that could jeopardize your well-being.
- Don't speak unless you are spoken to and then only when necessary. Don't talk down to the captor who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with the captor at all times if possible, but do not stare. Treat the captor like royalty.
- Try to rest. Avoid speculating. Comply with instructions as best you can. Avoid arguments. Expect the unexpected.
- Be observant. You may be released or may escape. The personal safety of others may depend on your memory.
- Be prepared to answer the police on the phone. Be patient, wait. Attempt to establish rapport with the captor. If medications are needed by anyone, say so. The captor(s) in all probability do not want to harm persons held by them. Such direct action further implicates the captor in additional offenses.

The following are safety recommendations in case you are in a building in which a hostage situation is taking place:

- If you are able to leave the area or the building without placing yourself in danger, take the closest exit and go to the nearest phone and call the Police Department by dialing 911.
- If you are unable to leave the area of the building without placing yourself in danger, go to the nearest unused office, lock and barricade the door and call the Police Department by dialing 911.
- While on the phone to police, state clearly that you need immediate assistance. If you are not in immediate danger, don't hang up until told to do so. Give your name, location, the nature of the problem and the people or area it involves.

Hurricanes

Hurricanes are storms with pronounced rotary circulation and winds that exceed 74 miles per hour. They are normally accompanied by torrential rains and flooding. They typically occur from mid-June through mid-November.

Readiness:

- Reinforce facilities to withstand wind and flooding.
- Avoid coastal areas during hurricane advisories.
- As hurricane season approaches, recheck window shutters, and supply of boards, tools, batteries, and non-perishable foods.
- If your area receives a hurricane warning, moor your boat securely or evacuate it to a safe area.
- Secure outdoor objects such as furniture, garbage cans or bicycles.

Response:

- If monitor storm advisories issued by the National Weather Services.
- Take precautions and appropriate action as soon as a hurricane warning is announced.
- Mobile homes and low lying coastal areas must be evacuated.
- Stay indoors only if you are in a sturdy structure on high ground and away from the shore – otherwise move to a designated shelter and stay there until the storm has passed.
- Follow state and community advisories as to evacuate the area, however, do not attempt to travel during winds and storm surges.
- Do not be fooled into thinking the hurricane has passed while the eye of the storm is in your area—leave your shelter only after the “all clear” signal is broadcast over the radio or television.

Recover:

- Report damages to your insurance carrier.
- A disaster assistance center may be established in severely damaged communities.
- Be aware that there may be fires, flooding, or impairment to your facility's fire protection system.
- Clear roof drains of debris to prevent water from pooling on the roof, which could lead to roof collapse.
- Avoid loose or dangling wires; report them to the power company.
- Protect against further damages by boarding broken windows, placing a tarp on a damaged roof, etc.

Hurricane Checklist

When planning for hurricanes, a detailed checklist should be developed indicating the order in which processes are to be shut down and the facility secured. Determine in advance the length of time needed – expressed in hours or days – to accomplish these tasks, so that appropriate actions can be initiated at the proper time. Then, as each task is completed during either a hurricane watch or warning, check it off and move on to the next one.

Action	Time Needed	Done
1. Shut down processes safely.		<input type="checkbox"/>
2. Inspect roof edging strips, gutters, flashing, covering and drains.		<input type="checkbox"/>
3. Inspect sign and stack supports, guy wires and anchorages.		<input type="checkbox"/>
4. Check for wear door and window latches or hardware and for insecure panel fastenings. Expedite repairs.		<input type="checkbox"/>
5. Protect vulnerable windows from flying debris.		<input type="checkbox"/>
6. Brace unsupported structural members at construction sites.		<input type="checkbox"/>
7. Protect important records from wind, debris, and rain.		<input type="checkbox"/>
8. Update important backup records and move them to a location not vulnerable to the same incident.		<input type="checkbox"/>
9. Fill aboveground tanks to capacity with product or water to minimize wind damage.		<input type="checkbox"/>
10. Anchor outdoor items that can be moved by high winds, such as trailers, lumber, outdoor furniture, etc.		<input type="checkbox"/>
11. Assemble the following supplies and equipment at a central, secure location: ___ Emergency lighting ___ Caulking compound ___ Tarpaulins ___ Lumber and nails ___ Power and manual tools ___ Sandbags ___ Shovels and axes ___ Roofing paper ___ Chain saws		<input type="checkbox"/>
12. Ensure that staff remaining on premises has the following: ___ Non-perishable food ___ Radio receivers ___ First aid equipment ___ Bottled drinking water ___ Lighting		<input type="checkbox"/>
13. Fill emergency generator tanks.		<input type="checkbox"/>
14. Inspect all fire protection equipment to be sure it is in service.		<input type="checkbox"/>
15. Clean out drains and catch basins.		<input type="checkbox"/>

Landslides and Mudflows

Landslides include a wide range of ground movement, such as rock falls, deep failure of slopes, and shallow debris flows. Although gravity is the primary reason for a landslide, there are other contributing factors. Erosion, snowmelt or heavy rains, earthquakes, volcanic eruptions, vibrations from machinery, traffic, blasting, and even thunder may trigger failure of weak slopes. Slope material that becomes saturated with water may develop a debris flow or mudflow. The resulting slurry of rock and mud may pick up trees, houses, and cars, thus blocking bridges and tributaries, causing flooding along its path.

Readiness:

- Check with the county land commission or local office of the US Geological Survey for ground composition, drainage, and stability information.
- Plant ground cover or build retaining walls on slopes.
- Reinforce the foundation and exterior walls of your facilities.
- Construct catch basins, dams, or channels for mudflow control.
- Purchase flood insurance if available, in mudflow areas.
- Be prepared to evacuate
- Know whom to call at the first signs of a landslide.
- Evacuate quickly if you are warned of an impending landslide or mudflow.

Response:

- If inside a building during a landslide, stay inside and find shelter under a desk, table or sturdy piece of furniture.
- If outside in the open, roll into a tight ball and protect your head. Mudflows usually can only be survived by avoiding them. Move to higher ground at the first signs of a mudflow coming your way.
- If caught in a mudflow, try grabbing anything that is being carried along.

Recover:

- Report damages to your insurance carrier.
- Thoroughly check the foundation, chimney, and surrounding land for damage.
- Stabilize land as quickly as possible to avoid secondary slippage.
- Re-seed damaged land to help stop erosion.

Medical Emergency

Getting medical help right away for someone who is having a medical emergency can save their life. According to the American College of Emergency Physicians, the following are warning signs of a medical emergency.

In adults:

- Bleeding that will not stop
- Breathing problems (difficulty breathing, shortness of breath)
- Change in mental status (such as unusual behavior, confusion, difficulty arousing)
- Chest pain or discomfort lasting for two minutes or more
- Choking
- Coughing up or vomiting blood
- Fainting or loss of consciousness
- Feeling of committing suicide or murder
- Head or spine injury
- Inability to speak
- Severe abdominal pain or pressure
- Severe or persistent vomiting or diarrhea
- Sudden injury due to a motor vehicle accident, burns or smoke inhalation, near drowning, a deep or large wound, or other injuries
- Sudden, severe pain anywhere in the body
- Sudden dizziness, weakness, or change in vision
- Swallowing a poisonous substance
- Swelling of the face, eyes, or tongue

In children:

- Bluish or grey coloration of the skin (cyanosis)
- Difficulty in eating or feeding
- Fever followed by a change in mental status, stiffness in the neck or back
- Increased sleepiness
- Lack of alertness or diminished response
- Pain that's persistent, increasing, or severe
- Seizure
- Severe headache or vomiting, especially following a head injury
- Significant change in mental status (such as unusual behavior, confusion, irritability)
- Swelling of the face, eyes, or tongue
- Trouble or abnormal breathing
- Unable to stand or walk
- Unconsciousness
- Unstoppable bleeding

BE PREPARED:

- Know where the AED and first aid kits are located.
- Know how to use the particular model of AED that is located at the facility.

- Keep current on your CPR/first aid training.

WHAT TO DO IF SOMEONE NEEDS HELP:

- Stay calm and call 911.
- Start CPR (cardiopulmonary resuscitation) or rescue breathing, if necessary and if you know the proper technique.
- Place a semiconscious or unconscious person in the recovery position until the ambulance arrives. DO NOT move the person, however, if there has been or may have been a neck injury.

CALL 911 IF:

- The person's condition is life threatening (for example, the person is having a heart attack or severe allergic reaction)
- The person's condition could become life threatening on the way to the hospital
- Moving the person could cause further injury (for example, in case of a neck injury or motor vehicle accident)
- The person needs the skills or equipment of paramedics
- Traffic conditions or distance might cause a delay in getting the person to the hospital

Mental Health Emergency

A mental health crisis can take many forms — panic attacks, self-harm, thoughts of suicide, hurting others, breaking the law. No matter what kind of crisis someone is facing, you can help. If it is safe, stay with that person while they're at risk and do not hesitate to call a crisis response team or medical professional.

Here is some advice from the National Alliance on Mental Illness.

Action steps to help

1. Listen and communicate clearly.

When de-escalating a crisis, it is important a person feels heard and understood. Use body language to show you're listening. Face the person and make eye contact. You also can reflect their feelings and summarize their thoughts to help them feel validated. Do this by restating what they have told you and ask them if you "have it right." Make sure your tone is empathetic and non-judgmental tone. Do not attempt to minimize problems or give advice as this may create distance and further upset them. Let them know that what they are experiencing is not their fault and offer your help.

Do:

- Keep your voice calm
- Avoid overreacting
- Listen to the person
- Express support and concern
- Ask how you can help
- Move slowly
- Reduce stimulation from TV, bright lights and loud noises
- Avoid continuous eye contact
- Offer options instead of trying to take control: "Do you want me to turn off the lights?"
- Gently announce actions before initiating them
- Avoid touching the person unless you ask permission
- Give them space; don't make them feel trapped

Don't:

- Don't promise secrecy. Say instead: "I care about you too much to keep this kind of secret. You need help, and I'm here to help you get it."
- Don't ask questions in a way that indicates you want "no" for an answer, such as "You're not thinking about suicide, are you?" or "You haven't been throwing up to lose weight, have you?"
- Don't make judgmental comments
- Don't argue or try to reason with the person
- Don't debate the value of living or argue that suicide is right or wrong
- Don't try to handle the situation alone

2. Assess the situation.

If you can't de-escalate the crisis yourself, you can seek additional help from mental health professionals who can determine the level of crisis intervention required.

Consider these questions:

- Is the person in danger of hurting themselves, others or property?
- Do you need emergency assistance?
- Do you have time to start with a phone call for guidance and support from a mental health professional?

3. Call for help.

If you don't believe there is immediate danger, call a psychiatrist, clinic nurse, therapist or family physician who is familiar with the person's history. This professional can help assess the situation and offer advice.

If you can't reach someone and the situation is worsening, consider calling a mental health crisis unit, crisis response team or other similar contacts.

LOCAL:

- Bryan Police Department Crisis Intervention 979-361-4900
- MHMR of the Brazos Valley Crisis Services 888-522-8262
- Call 911 if the crisis is a life-threatening emergency. Make sure to notify the operator that it is a psychiatric emergency and ask for an officer trained in crisis intervention or trained to assist people experiencing a psychiatric emergency.

NATIONAL HOTLINES:

- National Suicide Prevention Lifeline: 800-273-8255
- National Sexual Assault Hotline: 800-656-4673
- National Domestic Violence Hotline: 800-799-7233
- Crisis Text Line: Text 741-741 to receive crisis support via text message from the National Alliance on Mental Illness.

Warning signs of a mental health crisis

- Inability to perform daily tasks such as bathing, brushing teeth, brushing hair, changing clothes
- Rapid mood swings, increased energy level, inability to stay still, pacing; suddenly depressed, withdrawn; suddenly happy or calm after a period of depression
- Increased agitation; verbal threats; violent, out-of-control behavior; destroys property
- Abusive behavior to self and others, including substance use or self-harm (cutting)
- Isolation from school, work, family, friends
- Loses touch with reality (psychosis), unable to recognize family or friends, confused, strange ideas, thinks they're someone they're not, doesn't understand what people are saying, hears voices, sees things that aren't there
- Paranoia

Source: www.nami.org

Pandemics

In the event of a pandemic caused by an agent spread through person-to-person contact or through air or respiratory droplets, BVCASA will implement the following actions. These actions may be adjusted based on guidance from local, state, or national public health or governmental authorities.

Employees

1. Employees will not be allowed to come to work sick or to enter any of BVCASA's facilities while sick under any circumstances. If there is something the employee needs at the office while sick, they should contact their supervisor and we will work with that employee to get them what they need. If the employee has symptoms of the pandemic-related illness, BVCASA must be immediately notified by emailing hr@bvcasa.org and the employee will need clearance from a doctor to return to work. Otherwise, for other illnesses requiring an employee to stay home that are NOT consistent with symptoms of the pandemic-related illness, we will waive the requirement for a doctor's note unless there are special circumstances where the Executive Director feels one is necessary, such as FMLA qualifying conditions or concerns about staff abusing leave. The purpose of this is to keep the employee from possible exposure and also to minimize our burden on the health care system.
2. For all employees who have been out sick or have recently traveled must have a screening completed by phone prior to returning to work.
3. The Direct Care Staff Supervisor must report to the Executive Director immediately upon learning an employee is out sick.
4. If an employee has concerns about making child care arrangements, staying home with a child because of school closures, being off from work for an extended period of time due to illness, and/or not having enough leave time, the employee should speak with their supervisor as soon as possible. We will work with employees as much as we can to support them during this time.
5. If the Executive Director has determined that an employee is able to work from home, then the employee must do so in accordance with the rules set forth by the Executive Director and the employee's supervisor.
6. Employees who are required to report to work should limit in-person meetings as much as possible. If an in person meeting is necessary, employees must space themselves at least 6 feet apart, use hand sanitizer at the start and end of the meeting, and wipe down all surfaces when the meeting is over.
7. Employees must practice physical distancing and good hygiene at all times. Stay at least 6 feet away from others, wash hands with soap and water and/or use hand sanitizer frequently, and avoid touching your face as much as possible.

Facilities

1. Employees and clients will participate in a complete facility cleaning/wipe down of all surfaces, door knobs, table tops, keyboards, phones, computer mice, copier handles/buttons, etc. no less than EVERY TWO HOURS with a 10% bleach solution.

2. All individuals who enter the facility must have their temperature taken. If the individual's temperature is 100.4 or above, they must take the screening and follow the instructions on the form.
3. All staff and clients must wear masks in hallways and common areas.
4. We will continue to look for and stock up on cleaning supplies. Staff must notify their supervisor immediately if we are running low.
5. All individuals in the facility will be instructed to maintain physical distancing of 6 feet or greater at all times and to maintain good hygiene practices.
6. The kitchen will maintain a 10-day supply of food.

Clients and Visitors

1. Only staff and clients are allowed in the facility. No visitors, guests, or volunteers will be allowed in the facility until further notice. Staff should meet delivery drivers at the door to accept deliveries.
2. All new/incoming clients must be given a screening upon entry to the facility.
3. If it is determined by a medical professional that the client must self-quarantine, BVCASA will follow TDCJ guidelines on isolating the client.
4. All clients will be required to have training on the pandemic and prevention practices.
5. The number of group sessions and chow times will be increased to allow for proper social distancing. Increased outdoor rec times will also be added, though clients will still be required to maintain social distancing during rec.
6. Daily Plans will be temporarily suspended, if needed. Only clients with employment will be allowed to leave the facility.
7. Clients must sanitize the phone after each use.

Resource Shortage

Resource shortages can include water supplies, power outages, and food shortage.

Readiness:

- Use personal conservation measures.
- Reduce dependency on any single resource.
- Teach all staff and participants conservation methods.
- Keep a supply of emergency food, water and medicines. The supply of food and water may be enough to sustain the facility for 10 days.
- Stock wood or other fuels for your alternate heat source.
- Stock battery powered lamps and batteries.

Response:

- Consult local media for recommended conservation practices and sources of special assistance.
- Avoid opening your refrigerator during a power failure; food can be kept no longer than two days.
- Go to a local shelter if you have no heat; contact your local emergency manager for shelter locations.

Recover:

- Take only what you need as a resource becomes available; do not hoard supplies. As resources become available, the facility may restock the 10-day emergency food and water supply.
- Continue conservation practices.

Riots and Civil Disturbances

Civil disturbance can range from mischievous pranks to mass armed aggression.

Readiness:

- Install and use effective locks on all doors and windows.
- Install fire extinguishers in facilities; train staff in their use.
- Have facility plans for response to violence.
- Contact local police to determine what services are available.
- Train employees to report, but not handle, suspicious packages, actions or conditions.
- Designate a safe place in each facility for shelter in violent situations.

Response:

- When violence or looting is threatened or erupts, leave the area immediately.
- Alert staff.
- Notify emergency services as needed for fire, ambulance, or police response.

Recover:

- Report damages to your insurance carrier.
- Obtain recovery information from your local emergency manager.
- Salvage undamaged goods and equipment and re-secure facility by boarding windows, changing locks, arranging for 24 hour guard service, etc.

Sexual Abuse and Assault

BVCASA has a zero-tolerance policy toward all forms of sexual abuse and harassment. When BVCASA learns that a resident is subject to a substantial risk of imminent sexual abuse, it takes immediate action to protect the resident.

STAFF & AGENCY REPORTING DUTIES

- A. BVCASA requires all staff to report immediately and according to agency policy any knowledge, suspicion, or information regarding an incident of sexual abuse or sexual harassment that occurred in a facility, whether or not it is part of the agency; retaliation against residents or staff who reported such an incident; and any staff neglect or violation of responsibilities that may have contributed to an incident or retaliation.
- B. Apart from reporting to designated supervisors or officials, staff will not reveal any information related to a sexual abuse report to anyone other than to the extent necessary, as specified in agency policy, to make treatment, investigation, and other security and management decisions.
- C. Unless otherwise precluded by Federal, State, or local law, BVCASA will report sexual abuse pursuant to paragraph (A) of the section and to inform residents of the practitioner's duty to report, and the limitations of confidentiality, at the initiation of services.
- D. If the alleged victim is under the age of 18 or considered a vulnerable adult under a State or local vulnerable person's statute, BVCASA reports the allegation to the designated State or local services agency under applicable mandatory reporting laws.
- E. BVCASA reports all allegations of sexual abuse and sexual harassment, including third-party and anonymous reports, to the facility's designated investigators.

STAFF FIRST RESPONDER DUTIES

- A. Upon learning of an allegation that a resident was sexually abused, the first staff member to respond to the report is required to:
 1. Separate the alleged victim and abuser.
 2. Preserve and protect any crime scene until appropriate steps can be taken to collect any evidence.
 3. If the abuse occurred within a time period that still allows for the collection of physical evidence, request that the alleged victim not take any actions that could destroy physical evidence, including, as appropriate, washing, brushing teeth, changing clothes, urinating, defecating, smoking, drinking, or eating.
 4. If the abuse occurred within a time period that still allows for the collection of physical evidence, ensure that the alleged abuser does not take any actions that could destroy physical evidence, including, as appropriate, washing, brushing teeth, changing clothes, urinating, defecating, smoking, drinking, or eating.
- B. If the first staff responder is required to request that the alleged victim not take any actions that could destroy physical evidence and then notify local law enforcement.

Structural Fire

Readiness:

- Develop and teach staff fire safety curriculum, consult state regulations.
- Install smoke detectors, and where appropriate, heat detectors.
- Follow safe building codes.
- Do not store combustible materials in closed areas or near a heat source.
- Keep fire extinguishers in facility.
- Maintain fire insurance.
- Plan alternate escape routes from every room of each facility; conduct fire drills and be sure each participant knows each exit.
- Install metal or rope fire ladders from upper floors.
- Post fire department phone number.
- Teach participants what to do in case of a fire.

Response:

- Immediately report any fire.
- Contain the fire if possible (i.e. close the doors).
- Stay low in a burning building, away from smoke and toxic fumes.
- Check doors before opening; do not open a door that feels hot.
- If your clothing catches fire—stop, drop, and roll.

Recover:

- Report damages to your insurance carrier.
- If temporary housing is needed, see if your insurance will cover expenses or contact the Red Cross or the Salvation Army.

Utility Outages

The following are safety procedures in dealing with a utility outage:

- All building evacuations will occur when an alarm sounds continuously and/or when an emergency exists.
- Assist the handicapped in exiting the building! Remember that the elevators are reserved for those with physical disabilities. Do not use elevators in case of fire.
- Once outside, move to a clear area at least 500 feet away from the affected buildings. The parking lot of St. Anthony's Church has been designated as the meeting place for an evacuation. Keep walkways, fire lanes and hydrants clear for emergency crews.
- If requested, assist emergency crews as necessary.
- A Field Incident Command Post may be set up near the emergency site.
- Keep clear of the command post unless you have official business.
- Do not return to an evacuated building affected by the utility loss until told to do so by an appropriate university official.
- Electrical/Light Failure—Emergency lighting systems should provide sufficient illumination to exit buildings in an orderly manner. Call Bryan Texas Utilities (24 hours a day) at 979-822-3777 to report an outage.
- Elevator Failure—If you are trapped in the elevator, use the emergency phone to directly notify the Police and Fire Department by calling 911. If the elevator does not have an emergency phone, turn on the emergency alarm to signal for help. Both are located on the elevator's front panel.
- Plumbing Failure/Flooding—Cease using all electrical equipment. Notify the Police and Fire Department at 911. If necessary, vacate the area.
- Gas Leak—Cease all operations. Do not switch on/off lights or any electrical equipment. Remember electrical arcing can trigger an explosion! Notify the Police and Fire Department from a phone away from the gas leak area by calling 911. A 10 Day food supply of nonperishable items may be maintained in the event of a gas leak.
- Ventilation Problem—If smoke odors come from the ventilation system, immediately notify the Police and Fire Department by calling 911. If necessary, cease all operations and vacate the area.
- In the event of a power outage that causes loss of electricity to fire alarms, a "Fire Watch" will be instituted in which a designated staff will inspect the entire facility in 15 minute intervals. Should a fire threat be identified, the facility will be immediately evacuated, and the Bryan Fire Department will be notified.
- The facility will rent a generator that will provide enough energy to power the facility, including the kitchen in order to provide food services to clientele.

Generator Sources

**BVCASA's Prevention Department has 2 portable gas generators at BVCASA's Carter Creek location in Suite 111 for community events that can be used at the residential facility in the event of an emergency. If additional generators are needed, the following resources will be used.

Fuel Source Differentiations:

- Gas: less expensive than diesel; these machines are quieter, less expensive, and require less maintenance
- Diesel: machines run longer; diesel is less flammable; diesel powered machines can work under heavier loads

RENTAL

- United Rentals (2 locations)
 - <https://www.unitedrentals.com/search?search=generator#/>
 - Large, towable generators
- Redtail Equipment Rental LLC
 - <https://www.redtailrental.com/rental-equipment/generators%20-%20welding/381>
- Sunstate Equipment Co.
 - <https://www.sunstateequip.com/s/equipment/electrical/generators>
- Derrick Rental Equipment
 - https://www.constructionequipment.com/search/all?search_api_fulltext=generator

Most average anywhere from \$550-\$700 per week, or about \$1500 a month for rental

TO PURCHASE

- Tractor Supply portable generators
 - <https://tinyurl.com/nhbat4up>
 - Range from about \$300-\$3,000
- Home Depot whole house generators
 - <https://tinyurl.com/3r5545wt>
 - Start at \$2,999 up to \$15,864
- Lowes home standby generator
 - <https://tinyurl.com/4acawres>
 - Start at \$1,999 up to \$15,898
- Generator Supercenter of College Station
 - <https://generatorsupercenterofcollegestation.com/about-generator-supercenter/>
 - Local retailer, contact them for a quote

Winter Storms/Cold Weather

Cold weather and associated winter storms are common throughout most of the United States. However, shifts in the jet stream can force extremely cold, arctic air into warmer regions. Winter storm precipitation can include snow, sleet or freezing rain.

Readiness:

- Keep posted on weather conditions.
- Learn about the three types of storms: blizzards, heavy snowstorm, and ice storm.
- Assign specific tasks such as plowing, shoveling, sanding or salting, including roof areas, if necessary.
- Have heating systems inspected every fall.
- Provide adequate building heat during cold weather to prevent freeze-up of sprinkler systems and other interior water piping. Pay particular attention to the temperature of crawl spaces or other poorly heated areas through which piping may run.
- Install alternate heat sources.
- Keep an adequate supply of heating fuel on hand.
- Have a battery powered radio, flashlight and extra batteries on hand.
- Know where to locate and how to use equipment needed to light a fire.
- Know how to use emergency heating and lighting equipment to prevent fires or dangerous fumes.

Response:

- Determine if early closing or delayed opening of your program sites is necessary.
- Avoid all unnecessary trips.
- Know when your body is tiring and do not overexert yourself.
- If you must be outdoors, wear several layers of loose-fitting clothing.
- Cover your mouth to protect your lungs from cold air.
- If your car breaks down do not leave your car unless you are certain there is help available within one hundred yards.

Recover:

- Re-enter buildings with extreme caution.
- Be alert for fire hazards.
- Report damages to your insurance carrier.
- Clean up fallen trees, branches, and debris.
- Report any downed electrical wire to emergency personnel.

Cold Weather Checklist

When planning for an arctic freeze, a detailed checklist should be developed indicating the order in which processes are to be shut down and the facility secured. Determine in advance the length of time needed – expressed in hours or days – to accomplish these tasks, so that appropriate actions can be initiated at the proper time. Then, as each task is completed during either a winter watch or storm warning, check it off and move on to the next one.

Action	Time Needed	Done
1. Restore any cutback of heat to buildings or processes.		<input type="checkbox"/>
2. Provide additional heat for normally cold areas.		<input type="checkbox"/>
3. Make certain there is an adequate supply of fuel for the heating systems.		<input type="checkbox"/>
4. Expedite the completion of any postponed repairs to the heating system.		<input type="checkbox"/>
5. Forgo any planned heating plant or boiler inspections until the danger of the severe cold has passed.		<input type="checkbox"/>
6. Keep someone on the premises who will continually monitor all areas of the premises for signs of impending trouble and provide that person with an up-to-date list of emergency numbers to call should trouble be detected.		<input type="checkbox"/>
7. Add heat tracing, such as heat tape and thermal panels, etc., to roofs and to pipes that might freeze, including protective system piping such as sprinklers.		<input type="checkbox"/>
8. Check insulation on piping and structures to be certain it will protect them against extreme cold.		<input type="checkbox"/>
9. Where processes are shut down, drain piping and tanks to prevent freezing damage.		<input type="checkbox"/>

SECTION II:

SHELTERING IN PLACE

SHELTERING IN PLACE

It is strongly recommended that facilities located in non-evacuation zones take all possible measures to secure the building(s) against wind damage. Buildings fail and interior destruction occurs when winds or wind-driven debris breach the integrity of the building. This can happen through doors, windows, and roofs when buildings are not properly protected against wind damage. Each facility should be structurally evaluated to determine the safest areas. Window, door and roof retrofitting measures should be considered where appropriate.

Securing the Facility

When a Hurricane/Tornado Warning or other severe weather warning is issued, preparatory activities should include, as appropriate:

- **Installing shutters.** Ensure they are appropriate for hurricane force winds and are installed according to the manufacturer specifications.
- **Plywood coverings.** A minimum of 5/8" thick and anchored at least 1 ½" deep every 12 inches. Do not anchor plywood directly to window frames. Leave at least 6" of space between the plywood and glass window to allow for deflection and deformation of plywood if struck by an airborne object. Plywood installed too close to the glass will bend if/when hit, therefore breaking the glass window it is supposed to be protecting. (sources: FEMA, FDEM)
- **Braces behind doors.** This takes pressure off latches. Double doors with pins top and bottom are especially vulnerable. Be sure braces do not create a "trapping" effect in the building.
- **Hardening a specific area of the facility.** This would become the "*place of last refuge*." This should be an area with minimal outside exposure and is structurally the strongest part of the building. This area is usually in the center of the structure.

Staff Coverage

All available personnel from each shift are asked to report to the facility to be present for the allotted period of time before, during, and after the hurricane. This decision will be made by the Administrator, or their designee, as to the length of time that coverage is necessary.

Adequate staffing will be maintained at all times. The Direct Care Staff Supervisor and Residential Clinical Manager may assist in contacting and transporting available staff to the facility in the event of a Sheltering in Place order.

Personnel Pool

The personnel pool consists of all personnel not specifically assigned duties, or who have completed their duties and are available. They will report to the designated area and await further instructions.

Collecting Water in Bathtubs and Pitchers

All bathtubs will be filled and all pitchers filled with water. Assign specific staff to be responsible for this task.

Business Office/Purchasing/Storeroom

Ensure that all essential and emergency supplies are available. Provide 24 hour communication coverage for the switchboard or command post. Safeguard all resident files and company records.

Driver-Messenger

Assist in transportation services as needed. Check fuel, oil, and water levels for each vehicle.

After the storm, learn what routes to the hospital are open in case you have to transport individuals needing hospital care.

Points to Remember at the time of the severe whether

- Function as normally as possible, continuing the routine work schedule, as this helps to keep people calmer.
- Keep yourself as quiet and as calm as possible so that the feeling of security is passed on to the residents.
- Check residents frequently.
- Keep activities up so residents are not only thinking about the storm.
- Check windows and door areas at frequent intervals.

The department heads or designated key people are to inaugurate proceedings to adequately care for the safety and comfort of the residents during this period.

During the Hurricane

- Maintain resident care at the highest level possible; encourage normal routines where possible.
- Be especially alert for leaking water or gas, broken windows, fire hazards, and electrical wires.
- Do not go outside of the building. After the first part of the storm passes, there may be a lull in the storm, but the rest of the storm usually follows shortly after the first impact.
- Monitor the local media on radio to await the all clear.
- Staff is to be given rest periods on a rotating schedule.
- Maintain communications with all occupied areas of the facility.

After the Hurricane

- Evaluate resident status changes and needs. This is especially important if power is lost.
- Do not touch loose or dangling wires.
- Do not step in pools of water where such wires may be grounded.
- Remove boards from windows as appropriate to reduce the growth of mold.
- Make a thorough check of the facility. Make repairs as necessary.
- If water supply was interrupted during the storm, do not empty emergency water containers until advised by authorities that your regular water service is potable.
- Return to normal scheduling of activities as soon as possible.
- Give a thorough situational briefing to on-coming staff. Relieve those on duty through shift rotations.

SECTION III:

EVACUATION PLAN

PREPARING FOR EVACUATION

In the event of a disaster or evacuation, BVCASA staff may have to perform many tasks across multiple domains (but will *not* practice outside of their professional scope). The following section will identify the key responsibilities by staffing category for the evacuation decision and operational standards for a safe evacuation.

Key people that are to initiate proceedings to adequately care for the safety and comfort of the residents during this period of time are:

- Executive Director
- Finance Director
- Program Director
- Clinical Manager
- Direct Care Staff Supervisor
- Lead Counselor
- Lead Medication Technician
- Shift Supervisors and Shift Leaders
- Facilities Coordinator
- Maintenance Supervisor

All available personnel from each shift are asked to report to BVCASA and to be present for the allotted period of time before, during, and after the evacuation event. The Executive Director or their designee will make the decision as to the length of time this level of coverage is necessary. Adequate staffing will be maintained at all times.

Ensure that all essential and emergency supplies are available for resident needs. Provide 24-hour communication coverage for the switchboard or command post. Safeguard all resident files and company records. Each supervisor will be responsible for reviewing and implementing those sections of the disaster preparedness plan as needed to coordinate and update their activities with the command post. Review the facility's emergency preparedness plan with all personnel in your department. Departments responsible for different tasks should review those specific responsibilities.

EVACUATION LOCATION

Immediate evacuation location:
St. Anthony's Church parking lot
306 S. Parker, Bryan, Texas 77803

Location for evacuation shelter:
First United Methodist Church
506 E. 28th Street, Bryan 77803
979-779-1324

TASKS BY DEPARTMENT

The following sections on staff and departmental roles show tasks assigned by appropriate specialties and/or skill sets. Tasks are not exclusive. In the process of determining roles, your facility may identify the need for additional training for current staffing or for additional outside assistance.

Primary Coordinator/Executive Director

The Primary Coordinator, or their designee, will designate the location of a command post. Activities of the facility will be coordinated from the command post. The Primary Coordinator will act as a liaison to the Fire Department and Police, if necessary. The Primary Coordinator, or their designee, will put into effect the emergency preparedness plan upon the first notice of a weather alert to ensure the required steps are taken as the storm intensifies and forecasting suggests. The Command Post will be the hub for the information flow and assignments given or modified.

The Primary Coordinator, with assistance from the Finance Director, will:

- Oversee the backup of all electronic data prior to the evacuation
- Assign staff to monitor local media
- Plan special purchases as required
- Coordinate in advance with external resources
- Establish a command post and assure 24/7 surveillance

On-site Coordinator/Program Director

The On-site Coordinator is responsible for overseeing the collaboration of staff, acquisition of vehicles, and assignment of roles. In addition, they will attain any specialized information including, but not limited to client records and personal files.

The Program Director will:

- Secure transportation for BVCASA residents to evacuation sites – contact First United Methodist Church for use of their van(s) for additional transportation
- Function as a resource to residents at the assigned facility until the Primary Coordinator or their designee releases them
- Brief the Primary Coordinator on the progress of the evacuation of the facility
- Establish a recovery team
- Conduct a resident and staff briefing
- Consider options and decide priorities for resuming operations
- Perform a walking check with the Maintenance Supervisor or Assistant Residential Manager to check that the facility is fully vacated
- Ensure that an up-to-date listing of all employees and their phone numbers is available

Maintenance Supervisor

In the event of a building evacuation, it is the primary responsibility of the maintenance department to prepare the building for evacuation. If time permits, the Maintenance Supervisor will check all rooms and seal them (tape the doors). The maintenance department will be responsible for maintaining appropriate inventories of emergency supplies and will also perform any emergency repairs. In the event of a disaster, The On-site Coordinator's duties will

include, but not be limited to performing a walking check with the Program Director or their designee to check all rooms and equipment prior to vacating the facility, assisting in the movement of residents into transport vehicles, being available to accompany residents to the receiving facilities, and assisting in any capacity deemed necessary until released by the Administrator or their designee.

The Maintenance Supervisor will:

- Document and report any repairs needed for the building and any supplies needed to properly secure the building
- Mitigate potential fire, airborne, and “lay-down” hazards by keeping up to date on safe landscaping practices such as, removing diseased or dead trees
 - Outside – Ensure that all potential hazards such as, loose boards, metal patio furniture, etc. are secured properly or brought inside and stored.
 - LP or Natural Gas Tanks – Shut off the fuel supply for cooking or heating and move small tanks into a secure location or contact the local gas supplier for instructions regarding safe storage. **For large tanks, ensure that they are securely anchored and grounded. Then shut off the flow of gas into the building.
 - Doors - Ensure that all external doors, not boarded, are working properly.
 - Fire Alarms - Test the sprinkler system.
- Shutter/secure the entire building and make final rounds of grounds and the facility
- Coordinate with city officials to make sure road and building signs are secure to prevent them from becoming projectiles
- Check and restock essential supplies if low. Essential supplies include, but are not limited to:
 - Fuel, belts, filters, and lubricants for emergency power system
 - Flashlights and batteries
 - Portable radios
 - Materials to secure windows and doors (*see Securing a Facility section on page 31*)
- Advise the Administrator or their designee on the availability of stored supplies

Direct Care Staff Supervisor

The Direct Care Staff Supervisor is responsible for the collaboration of staff, acquisition of vehicles, and assignment of roles. In addition, they will provide any specialized training needed to secure transportation for the residents at the evacuation site.

The Direct Care Staff Supervisor will:

- Post updated emergency phone lists at each residential common areas including, but not limited to the kitchen and offices
- Ensure that portable radios and batteries are available
- Have supervisors review staffing needs every eight (8) hours
- Have up-to-date listings of all employees and their phone numbers

Facilities Coordinator

The Facilities Coordinator is responsible for ensuring that there is an adequate level of all supplies by conducting inventories to make sure there is at least (10) days' worth of supplies.

The Facilities Coordinator will:

- Ensure enough supplies of linens, blankets, and pillows will be available so the laundry department can close during an evacuation
- Make sure that adequate supplies such as toilet tissue and cleaning supplies are on hand for a minimum of ten days
- Assist residents moving to designated areas
- Contact all laundry and housekeeping personnel to report for duty
- Supervise the loading of laundry, housekeeping equipment, and supplies into various transport vehicles
- Assign monitors to evacuation sites
- Accompany residents to the evacuation facility's laundry and/or housekeeping area and remain until released by the Primary Coordinator or their designee.

Kitchen Manager

BVCASA will maintain a (10) day supply of non-perishable food, which is based on the number of weekly meals that the facility is contracted to serve. In addition, water sufficient for drinking and food preparation will be stored, or the facility will have a plan to obtain water in an emergency. BVCASA will have at least one gallon of water per person per day for (10) days.

When evacuation is considered, the Kitchen Manager will report to the On-site Coordinator or their designee to discuss food stores and needs.

The Kitchen Manager will:

- Notify all food service staff of intent to evacuate
- Turn off gas appliances before departure
- Contact all food service staff who are needed to report for duty
- Supervise the movement and separation of food stores to evacuation departure area
- Supervise and record the placement of all foods into departing vehicles
- Supervise the assignment of food service personnel to the evacuation site
- Be available to accompany residents to evacuation sites. If needed, function as a resource at assigned facility until released by Executive Director or their designee
- Supervise the closing of the kitchen and secure all equipment in the kitchen area
- Assist with moving residents from rooms to departure areas
- Assist with transferring residents into departing vehicles
- Prepare food stores and portable meals that can be transported to the receiving facility. If possible, communicate with receiving facility about how much food needs to be transported along with the residents
- Use disposable utensils

Shift Supervisors/Leaders

During the evacuation, it is imperative that the hallways along the evacuation route remain free of unnecessary equipment, chairs, etc. It is also important that the movement of residents from their rooms be accomplished in a smooth and coordinated manner. This is the responsibility of the shift leaders.

Shift Supervisors/Leaders will:

- Brief the On-site Coordinator on the evacuation progress of the facility
- Supervise and/or assist in clearing all hallways along the exits and departure areas
- Coordinate the movement of residents from floor to floor
- Assist in the transport of residents from rooms to departure areas
- Assist in transferring residents into evacuation vehicles
- Serve in a capacity necessary and remain there until released by the Primary Coordinator or On-site Coordinator in charge as needed
- Assist, in conjunction with the Lead Counselor or their designee, with the coordination of resident council activity as a means to keep residents informed
- Keep all doors clear of equipment, chairs, etc
- Comfort and reassure residents
- Coordinate resident specific activities
- Keep intercom system clear and perform all necessary communications and/or announcements throughout the facility
- Check all residents are clean, dressed properly, and in possession of all required/essential belongings
- Be available to assume a supervisory capacity directed by the Primary Coordinator or their designee
- Safeguard all records, including the maintenance of electronic data backups
- Assure residents have identification with them
- Assist residents as they pack at least (3) days of personal clothing

Lead Medication Technician

The Lead Medication Technician is responsible for making sure residents or nursing staff contacts the physician for each resident to secure special instructions and a 30-day medication order. They will secure telephone numbers where the physicians can be reached if landlines are down.

The Lead Medication Technician will:

- Ensure that enough medications and medical supplies are on hand to care for the uninterrupted medical needs of the residents (at least a 10 day supply)
- Check all medical supplies periodically to make sure that the proper equipment for treating minor injuries is available
- Review and prioritize resident care requirements. Specifically, focus on residents who use portable oxygen and anticipate health related or cognition problems
- Coordinate staffing needs based on resident acuity and individualized needs
- Notify all nursing/direct care staff when to report to the facility
- Designate nursing/direct care supervisors
- Assist in the movement of residents from rooms to departure areas and assist in the transferring of residents into transport vehicles

- Be available to serve in any capacity assigned by the Primary Coordinator or their designee
- Ensure residents that are able to be discharged to families have left the facility with adequate medication
- Safeguard all medical records and release charts of the evacuating residents

Count Room Personnel

The Count Room Personnel will:

- Work with the Program Director or their designee to notify state regulators of the intention to evacuate
- Provide a list of resident and staff names
- Assist in the movement of residents from rooms to departure areas and assist in the transferring of residents into transport vehicles
- Establish communications with TDCJ, PCOMD, Local County Emergency Operations Center, and the Agency for Health Care Administration
- Prepare incident reports if something unusual occurs, which adversely impacts the residents

Clinical Manager

The Clinical Manager will:

- Assist with contacting family members or individuals responsible for residents to inform them of the intent to evacuate
- Oversee staff to ensure that residents have some form of identification on their persons, including the name of the departing and receiving facilities and contact phone numbers
- Assist with the coordination of resident council activity as a means to keep residents informed
- Oversee and document the care and treatment of displaced, but not discharged residents
- Oversee the collecting, storing, and transporting of resident files

Lead Counselor

The Lead Counselor will:

- Have an up-to-date listing of residents with proper family or responsible party contact information
- Contact family members/guardians of residents and inform them of the intent to evacuate
- Have an up-to-date listing of advance directives
- Respond to the personal and emotional needs of the residents
- Provide a continuous information flow to residents
- Coordinate feedback information to responsible supervisors and the Primary Coordinator or their designee

PREPARING RESIDENTS FOR EVACUATION

To prepare residents for evacuation:

- Conduct yourself in a calm and efficient manner.
- Residents should be dressed appropriately for travel.
- Assure residents have identification with them.
- Assist residents as they pack at least 3 days of personal clothing.
- Safeguard all medical records and release charts with the evacuating residents.
- Assist in the movement of residents from rooms to departure areas for transport.
- Assist in transferring residents into transport vehicles.
- Accompany assigned residents to receiving facility.
- Remain with residents and tend to their needs while in the receiving facility in accordance with job description until released by the Administrator or executive in charge.
- Be available to assist in any capacity assigned by the Administrator, executive in charge, or supervisory staff member.
- Provide cots, sleeping bags, etc. for staff to sleep on, if needed.
- Pack an adequate supply of blankets, bath towels, washcloths, pillows and disposable sheets.
- Supply of linens, pillows, blankets, etc.
- Personal hygiene items.
- Send all adaptive aids - glasses, teeth, hearing aids, and prosthetics - properly labeled.

List of Supplies

Put aside a store of necessities to have on hand in case of a disruption in normal services due to an emergency or an evacuation.

Residents' Personal Supplies

- Toothbrush and Toothpaste
- Deodorant
- Comb/Brush
- Lotion
- Soap
- Shaving Cream and Razor
- Mouthwash
- 3-day supply of clothing, including extra underclothes
- Denture Cleaner
- Potable Water - 1 gallon per day, or some available during an evacuation
- Batteries for hearing aids
- Batteries for diabetic pump if needed
- Personal medications, labeled
- Rain poncho
- Sunscreen/sunglasses

EVACUATION OF CLIENTS WITH DISABILITIES

Considerations for Clients with Disabilities

- Communicate and Document Special Needs: All clients with physical disabilities will have this documented upon intake. Any clients in need of ADA compliant rooms will be assigned beds in those designated rooms. If an individual has self-identified their need for assistance, emergency coordinators should discuss any logistics related to an individual's plan and document special instructions (e.g., location of Area of Refuge or stairwell, request to be assisted using an evacuation chair, etc.) in emergency plan documents.
- Buddy Systems: Positive Peers assigned to the room with the client with disabilities will be trained on a buddy system to alert individuals of an emergency, check with them, assist them as needed within ethical boundaries, and inform Direct Care Staff of any further assistance a client with disabilities may need.
- Assess Emergency Route for Barriers: Ensure that the path of travel to emergency exits is wheelchair accessible.
- Alternative Communication Methods: Clients with alternative methods of communication, such as being blind or visually impaired will have this documented during their intake and alternative methods of identifying Emergency Action Procedures (e.g., large print sign, calling out location, etc.) may be put in place depending on client's individual needs.
- Areas of Refuge: BVCASA will identify the location of the Areas of Refuge and/or designate stairwells where a wheelchair user can wait for assistance during an emergency.

Emergency Responses Requiring Evacuation

If a BVCASA staff member observes a person with a disability having difficulty evacuating, they are to ask the client if assistance is needed before taking action. BVCASA staff will ask the individual how best to assist them and whether any precautionary measures need to be taken or if items are needed to accompany the person. Consider the following suggestions when assisting individuals with disabilities in an emergency:

Clients that are Blind or Have Low Vision

- Communicate Nature of Emergency: BVCASA Staff will describe to the client the nature of the emergency and the location of the emergency, if relevant, and provide simple instructions for exiting the facility.
- Offer Assistance: BVCASA Staff may offer their arm to assist with guiding the individual or assign the client a positive peer to assist them in this way.
- Verbally Communicate: BVCASA Staff will provide the client details about where they are going and inform them of any obstacles the person may encounter along the route.
- Communicate and Orient: Once at the designated safe zone (in most cases the church parking lot) BVCASA Staff will orient the individual to their location and inquire if they need further assistance before leaving them to complete head count.

Deaf or Hard of Hearing Clients

- Alert Individual: In the event of an emergency, BVCASA staff may alert deaf or hard of hearing clients that there is an evacuation by turning the lights on/off or waving their arms, or they may enter the room and touch the client on the elbow or shoulder to gain their attention.

- Communication: BVCASA staff will face the client and indicate directions with gestures toward the facility exit routes. Alternatively, and with time permitting, BVCASA staff may write a note with evacuation instructions if the client is literate in written English.
- Assist as Needed: BVCASA Staff may escort the client outside of the facility individually with the rest of the clients if information cannot be clearly communicated.

Clients With Mobility Limitations (non-wheelchair user)

- Ask if Assistance is Needed: BVCASA Staff will ask the client with mobility limitations if the client can evacuate using the stairs themselves or with minor assistance.
- Ensure Clear Path of Travel: If debris is present, and obstructing any part of the exit route, BVCASA staff will clear a path to the exit for the client to travel.
- No Imminent Danger: If there is no imminent danger, clients with mobility limitations may choose to remain in the building or wish to be directed to an Area of Refuge or stairwell until emergency personnel arrive.
- Imminent Danger: If danger is imminent, BVCASA Staff may use a sturdy chair, or one with wheels, to move the client, or help carry them to safety using a carry technique or an evacuation chair. An Emergency Evacuation Stair Chair may be used to assist in carrying the client downstairs.
- Mobility Aid and Device(s): BVCASA Staff will ensure that any mobility aids or devices that may have been separated from the client are reunited with them as soon as possible.
- Notify Emergency Personnel: In the event a client is still in the facility, BVCASA Staff will notify emergency personnel immediately of any clients that may be remaining in the building and their location.

Clients With Mobility Limitations – (wheelchair users)

- Discuss Manner and Preferences: Non-ambulatory persons' needs and preferences are documented during their intake. However, needs can vary widely, and Direct Care Staff will be required to ask the client how they can assist them during an emergency situation.
- Evacuation Chair(s): An evacuation chair that can be used to assist clients downstairs is maintained at the facility, and will be used in the event of an emergency to assist wheelchair-bound clients from the upper floors.
- Wheelchair-bound clients on the ground floor: If the individual who uses a wheelchair is on the ground floor, they may choose to evacuate themselves with minimal assistance.
- Ensure Clear Path of Travel: If debris is present, it may be necessary for BVCASA staff to clear a path to the exit route for the client.
- No Imminent Danger: If there is no imminent danger, clients may choose to remain in the building or wish to be directed to an Area of Refuge or stairwell until emergency personnel arrive.
- Imminent Danger: If danger is imminent and the client does not wish to be removed from their wheelchair, direct them to the nearest Area of Refuge or stairwell and notify emergency personnel immediately.
- Carrying Wheelchair Users: An emergency evacuation stair chair is maintained by the facility. However, should the evacuation chair not be available, if a client wishes to be carried down the stairs (without their wheelchair), consult with them on the best carry options, e.g., two-person cradle carry, office chair evacuation, etc.

- Mobility Aid(s) and Device(s): Ensure any mobility aids or devices are reunited with the client as soon as possible.
- Notify Emergency Personnel: BVCASA staff will ensure emergency personnel are immediately notified of any individuals remaining in the building and their location.

Individuals with Psychological Disabilities

- Observe Behavior and Assist as Needed: Note that alarms, smoke, and/or crowds may be overwhelming to some clients with mental health needs, and BVCASA staff may need to intervene and ask if they need assistance. Speak calmly and avoid touching the client without permission.
- Provide Reassurance: BVCASA staff will ask how best to help and offer to stay with the client if needed once evacuated.

Emergency Evacuation Stair Chair Process

- The Emergency Evacuation Chair will be maintained in the Direct Care Staff Office.
- In the event of an emergency that requires the building to be evacuated, BVCASA Staff will retrieve the Emergency Evacuation Chair and take it to the room that the client with mobility issues is housed.
- BVCASA will ask the client how to best assist them in getting moved into the Evacuation Chair.
- Once the client is loaded into the Evacuation Chair, BVCASA staff will take the client to the nearest stairwell leading to an emergency exit of the facility.
- One BVCASA staff member will maintain control of the rear handles of the Emergency Chair, while another BVCASA Staff will take hold of the front handles and carefully maneuver the chair down the steps and to the 1st Floor to exit the facility.
 - Should a 2nd BVCASA staff not be available to take reign of the front handles of the Emergency Chair, a client Positive Peer may be requested to assist in helping the client down the stairs.
- The Client will be transported to the designated safe zone and prepared/oriented into the Emergency Count.

DISPOSITION AND TEMPORARY HOUSING OF CLIENTS

If residential clients must be relocated due to a disaster at the facility, we will implement the following steps for the disposition and temporary housing of clients.

- Immediate shelter will be provided by First United Methodist Church, 506 E. 28th Street, Bryan 77803
- Facility administrators will notify TDCJ immediately and work with them on the relocation of clients to other facilities. Transportation will be provided to the other facilities using BVCASA's two transport vans and additional rental vans, if needed. BVCASA's vans include the following:
 - 2019 Ford Transit T-350, 15 passengers
 - 2022 Toyota Sienna, 8 passengers
- Work with Probation and Parole Officers to get clients approved for passes to go home, when appropriate, and successfully discharge clients who were close to completion if approved by the treatment team.

- For remaining clients requiring overnight accommodations until placement can be found elsewhere, temporary housing will be arranged in conjunction with Brazos County Emergency Management:

Physical Address:
110 N. Main Street
Suite 100
Bryan, TX 77803
Phone: (979) 821-1010
emc@bcdem.org

Emergency Management Coordinator:
Michele Bailey-Meade
(979) 821-1011

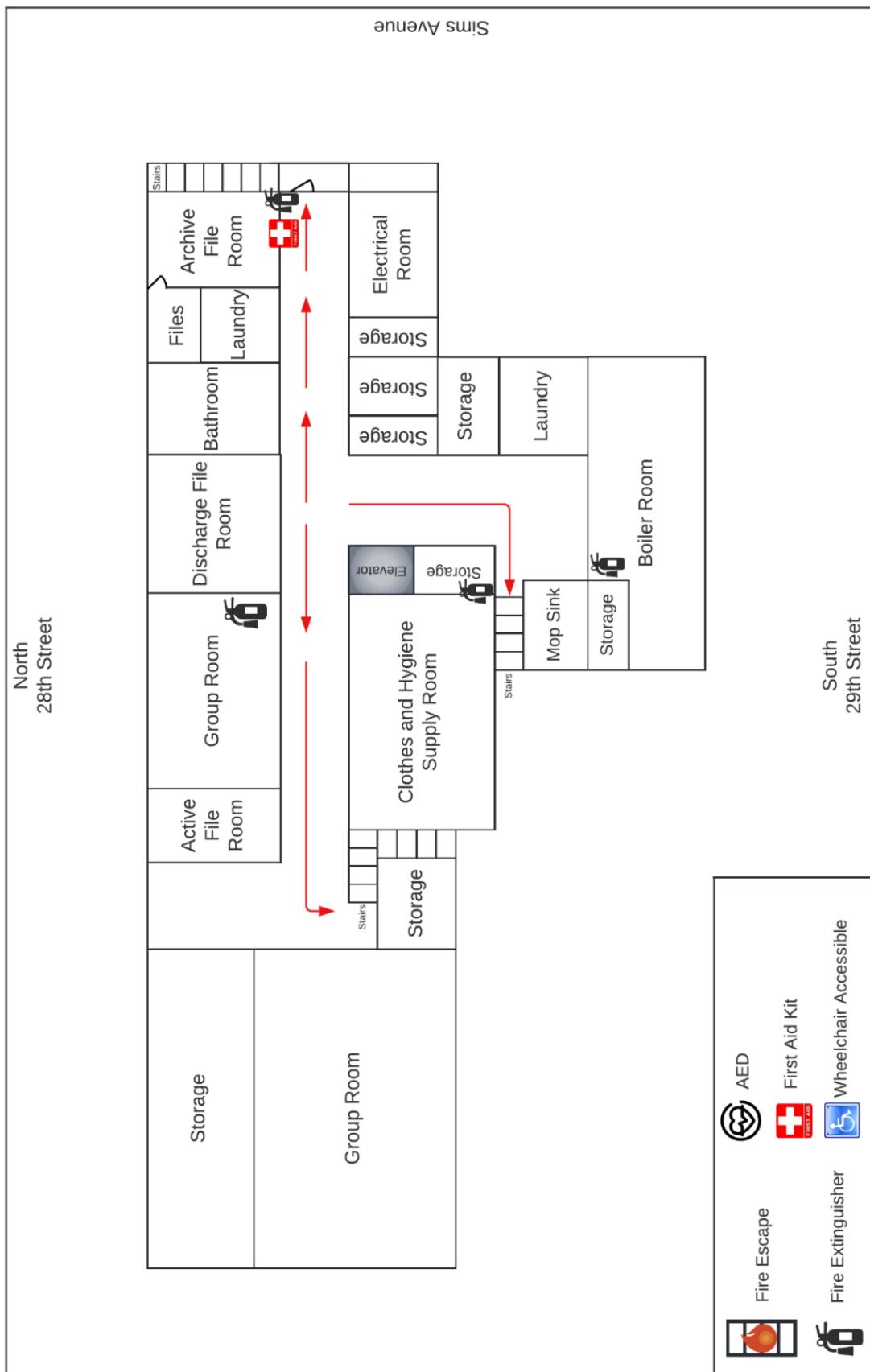
MEDICAL CARE/HOSPITAL TRANSPORTATION FOR INJURED CLIENTS/STAFF

All clients or staff with injuries will be sent to CHI St. Joseph Health hospital for medical care. Minor, non-emergent cases will be transported by BVCASA staff in a BVCASA-owned vehicle. Emergent cases will be sent to the hospital via ambulance.

FLOOR PLANS

The following floor plans are posted in the hallways on each floor.

EMERGENCY EVACUATION OF THE HORIZON BUILDING BASEMENT

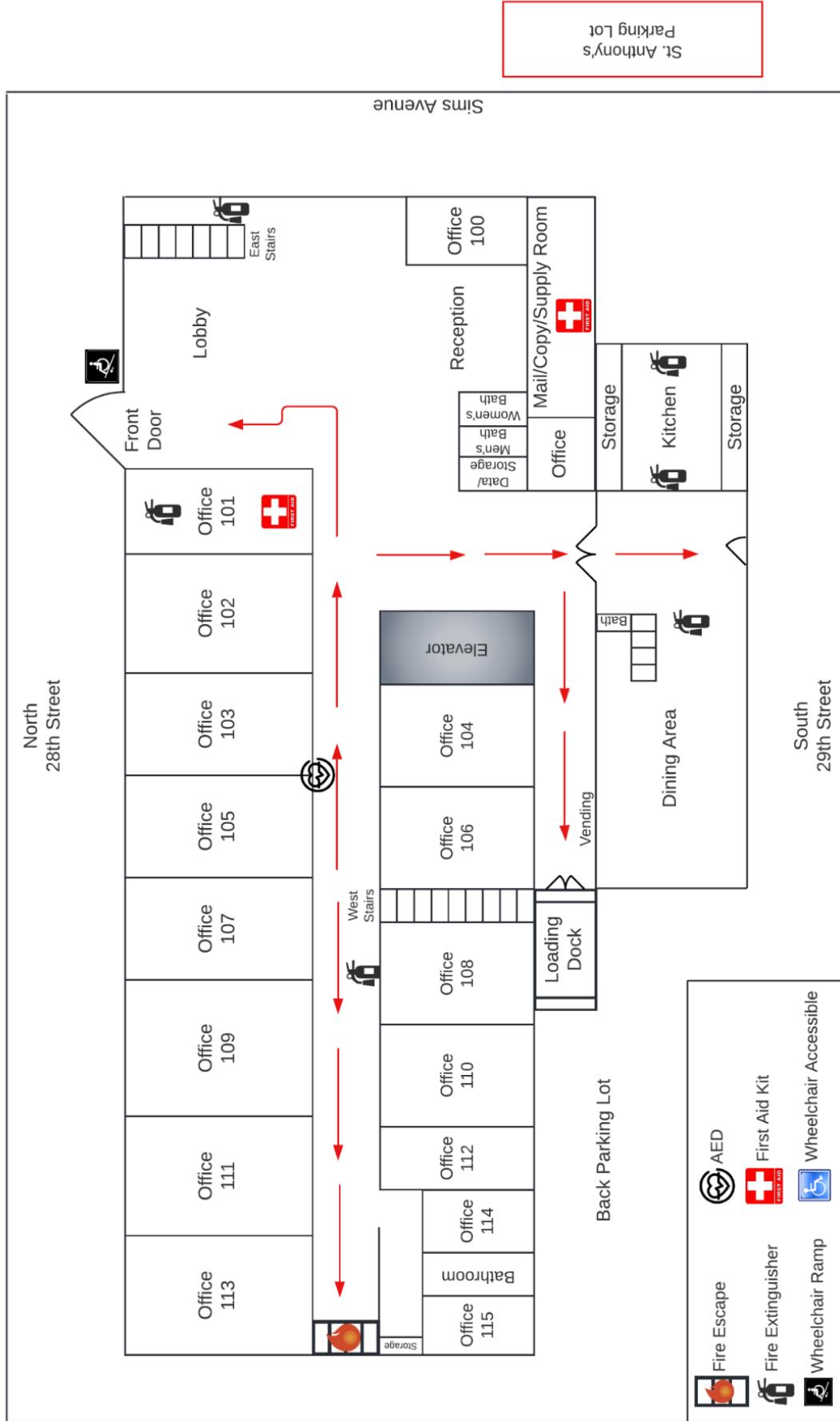


1. When the alarm sounds, identify the nearest exit and leave the building. **DO NOT USE THE ELEVATOR DURING EMERGENCY EVACUATION!**

2. Staff will check bathrooms, showers, and rooms to ensure all clients have responded to the alarm. Assist any client who may need help exiting the building.

3. Staff and clients must report to the southeast corner of 29th St. and Sims Ave. at the St. Anthony's Church Parking Lot to facilitate a head count. Ensure staff and clients stay clear of emergency vehicles.

EMERGENCY EVACUATION OF THE HORIZON BUILDING FIRST FLOOR

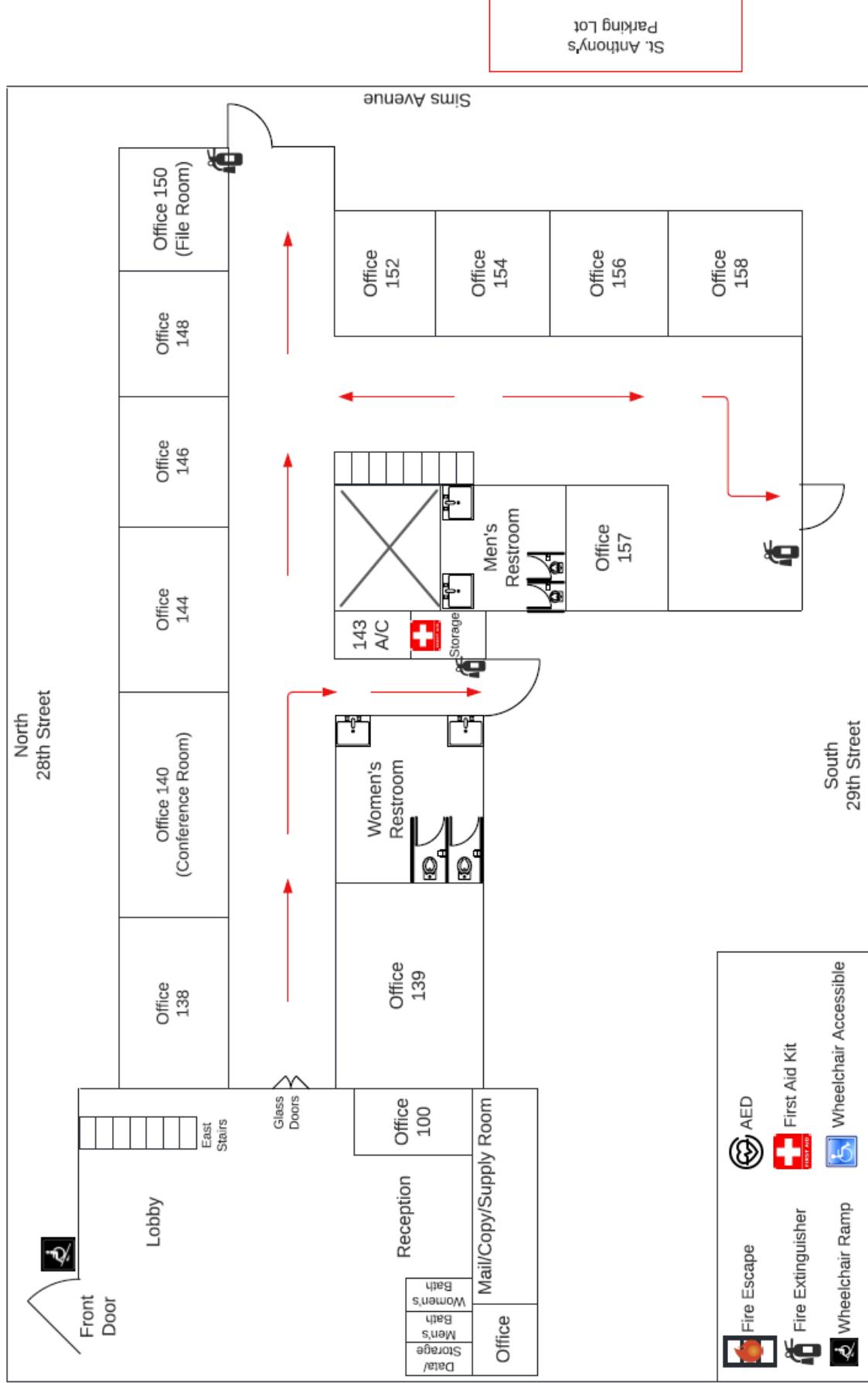


1. When the alarm sounds, identify the nearest exit and leave the building. **DO NOT USE THE ELEVATOR DURING EMERGENCY EVACUATION!**

2. Staff will check bathrooms, showers, and rooms to ensure all clients have responded to the alarm. Assist any client who may need help exiting the building.

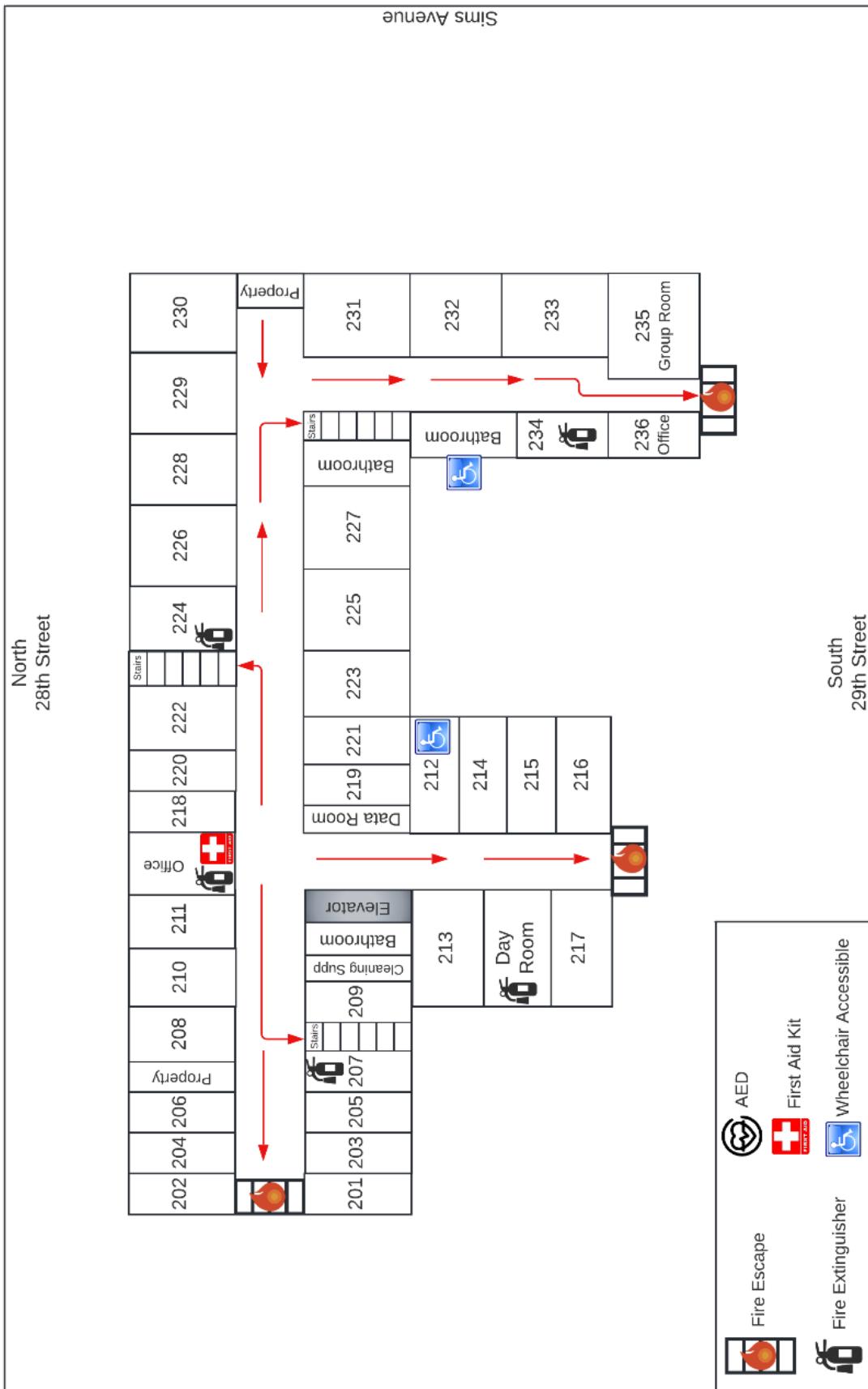
3. Staff and clients must report to the southeast corner of 29th St. and Sims Ave. at the St. Anthony's Church Parking Lot to facilitate a head count. Ensure staff and clients stay clear of emergency vehicles.

EMERGENCY EVACUATION OF THE HORIZON BUILDING FIRST FLOOR EAST WING



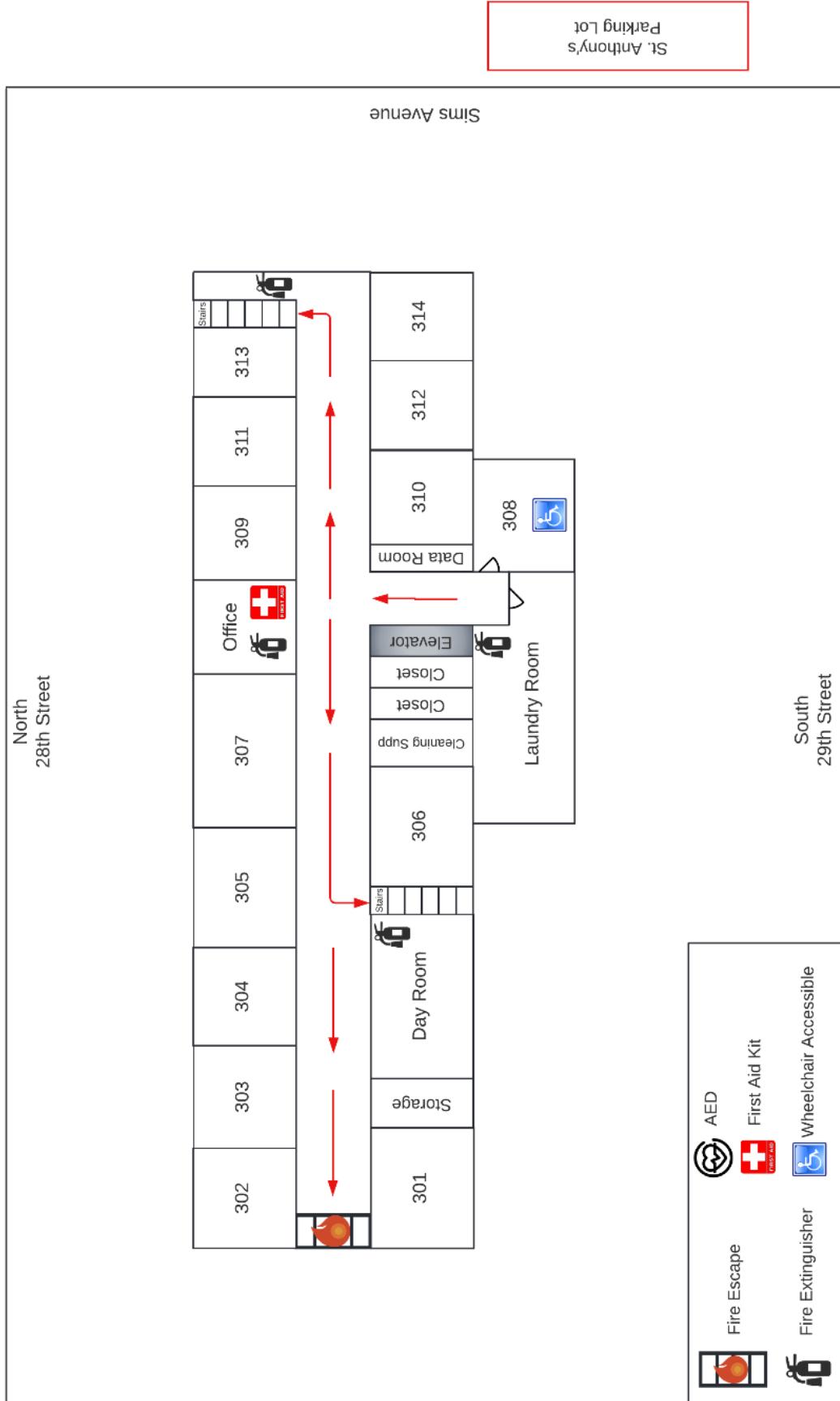
1. When the alarm sounds, identify the nearest exit and leave the building. **DO NOT USE THE ELEVATOR DURING EMERGENCY EVACUATION!**
2. Staff will check bathrooms, showers, and rooms to ensure all clients have responded to the alarm. Assist any client who may need help exiting the building.
3. Staff and clients must report to the southeast corner of 29th St. and Sims Ave. at the St. Anthony's Church Parking Lot to facilitate a head count. Ensure staff and clients stay clear of emergency vehicles.

EMERGENCY EVACUATION OF THE HORIZON BUILDING SECOND FLOOR



1. When the alarm sounds, identify the nearest exit and leave the building. **DO NOT USE THE ELEVATOR DURING EMERGENCY EVACUATION!**
2. Staff will check bathrooms, showers, and rooms to ensure all clients have responded to the alarm. Assist any client who may need help exiting the building.
3. Staff and clients must report to the southeast corner of 29th St. and Sims Ave. at the St. Anthony's Church Parking Lot to facilitate a head count. Ensure staff and clients stay clear of emergency vehicles.

EMERGENCY EVACUATION OF THE HORIZON BUILDING THIRD FLOOR

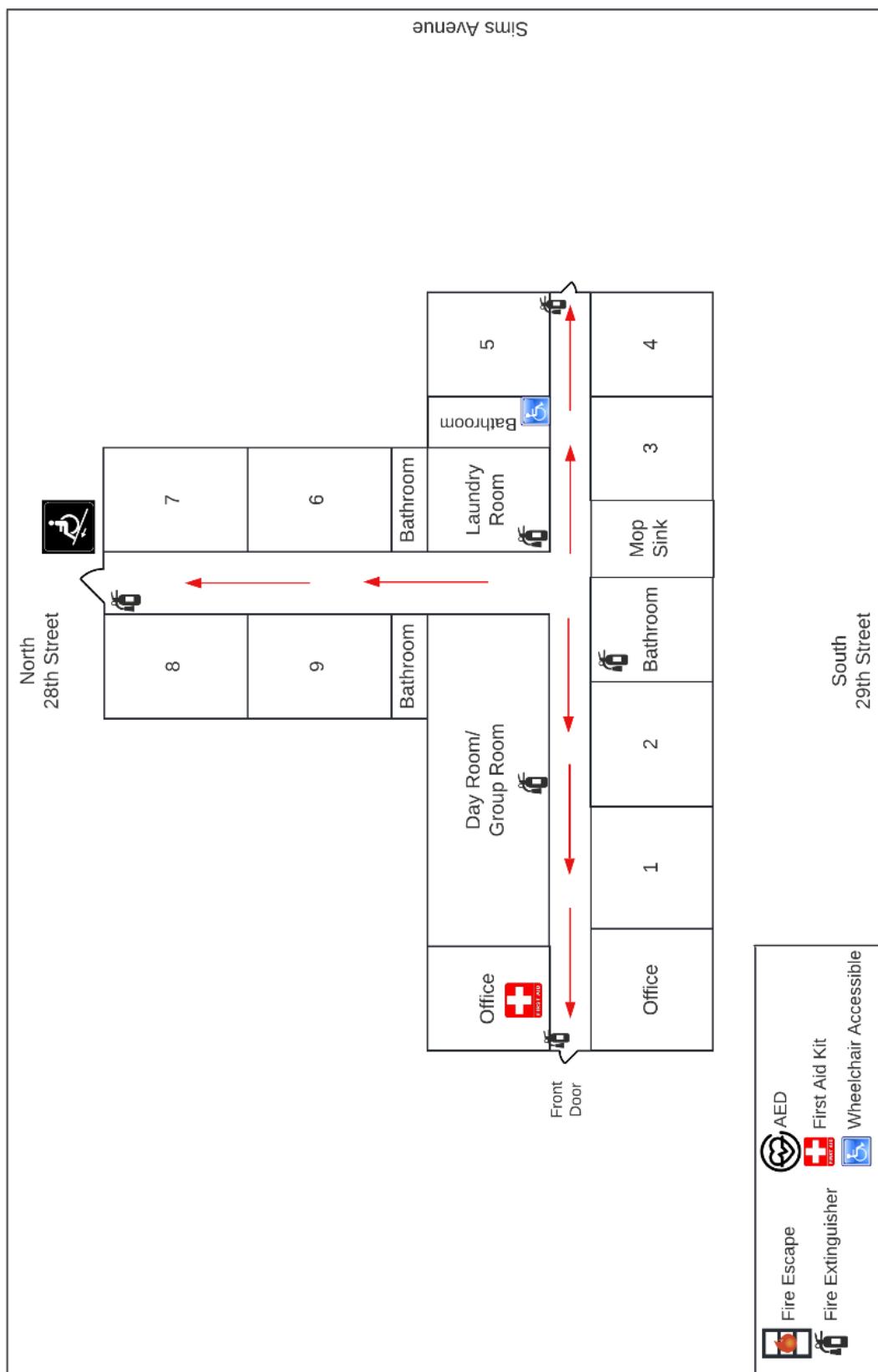


1. When the alarm sounds, identify the nearest exit and leave the building. **DO NOT USE THE ELEVATOR DURING EMERGENCY EVACUATION!**

2. Staff will check bathrooms, showers, and rooms to ensure all clients have responded to the alarm. Assist any client who may need help exiting the building.

3. Staff and clients must report to the southeast corner of 29th St. and Sims Ave. at the St. Anthony's Church Parking Lot to facilitate a head count. Ensure staff and clients stay clear of emergency vehicles.

EMERGENCY EVACUATION OF THE MCCAFFREY HOUSE



1. When the alarm sounds, identify the nearest exit and leave the building. **DO NOT USE THE ELEVATOR DURING EMERGENCY EVACUATION!**

2. Staff will check bathrooms, showers, and rooms to ensure all clients have responded to the alarm. Assist any client who may need help exiting the building.

3. Staff and clients must report to the southeast corner of 29th St. and Sims Ave. at the St. Anthony's Church Parking Lot to facilitate a head count. Ensure staff and clients stay clear of emergency vehicles.

SECTION IV:

RECOVERY

RE-ENTRY PLAN

Everyone will be eager to return to the facility after the stress and upset of an evacuation. Facility personnel, to include Maintenance, Food Services, and external environmental services authorities, if necessary, will perform necessary inspections and preparations to restore the facility for re-entry. Residents will be transported back to the facility in the same fashion in which they were evacuated once the facility is cleared. Traffic may still be unexpectedly heavy, so stock vehicles with water and snacks if a long ride is anticipated.

If a mandatory evacuation was ordered or if there was damage to the facility structure, the area may have to be cleared for re-entry by various government entities. BVCASA will consult with local emergency management officials to determine if inspections are required, including structural engineering, air quality testing, etc. Make sure to resume pest control as soon as possible since pests may be a problem following a weather-related disaster.

The key to re-entry is to not be too hasty in returning to the facility. Be sure that utilities have been restored to support the facility operations.

Initial Re-Entry of the Facility

When entering the facility, there are certain things you should do. Enter the facility carefully and check for damage. Be aware of loose boards and slippery floors.

The following items are other things to check inside the facility prior to bringing residents back:

- **Natural gas.** If you smell gas or hear a hissing or blowing sound, open a window and leave immediately. Turn off the main gas valve from the outside, if you can. Call the gas company from a neighbor's residence. If you shut off the gas supply at the main valve, you will need a professional to turn it back on. Do not smoke or use oil, gas lanterns, candles, or torches for lighting inside a damaged home until you are sure there is no leaking gas or other flammable materials present.
- **Sparks, broken or frayed wires.** Check the electrical system unless you are wet, standing in water, or unsure of your safety. If possible, turn off the electricity at the main fuse box or circuit breaker. If the situation is unsafe, leave the building and call for help. Do not turn on the lights until you are sure they are safe to use. You may want to have an electrician inspect your wiring.
- **Roof, foundation, and chimney cracks.** If it looks like the building may collapse, leave immediately.
- **Appliances.** If appliances are wet, turn off the electricity at the main fuse box or circuit breaker. Then, unplug appliances and let them dry out. Have appliances checked by a professional before using them again. Also, have the electrical system checked by an electrician before turning the power back on.
- **Water and sewage systems.** If pipes are damaged, turn off the main water valve. Check with local authorities before using any water; the water could be contaminated. Pump out wells and have the water tested by authorities before drinking. Do not flush toilets until you know that sewage lines are intact.
- **Food and other supplies.** Throw out all food and other supplies that you suspect may have become contaminated or come into contact with floodwater.

- **Open cabinets.** Be alert for objects that may fall.
- **Clean up household chemical spills.** Disinfect items that may have been contaminated by raw sewage, bacteria, or chemicals. Also, clean salvageable items.

DOCUMENTATION

One person will be assigned as a record-keeper. The person will document steps that were taken throughout the disaster. An After-Action Report will be developed following the disaster. This report is an internal document that is used to strengthen the agency's response in subsequent emergencies. The After-Action Report will summarize BVCASA's activities in response to the disaster and identify those areas in which the organization's response was not optimal and include recommendations for strengthening the response in future disasters/emergencies. Primary input for the After-Action Report will be generated in a debriefing of all staff and clients.

The After-Action Report will be structured as follows:

- Description of the disaster.
- Description of BVCASA operations in response to the disaster.
- BVCASA staff observations and comments.
- External observations and comments (other agencies, service providers, and clients).
- Recommendations, with timelines and assignments of responsibilities for tasks.

When the After-Action Report is completed, the Executive Director will draft any changes in the Emergency Operations Manual required to implement recommendations from the After-Action Report.

LONG TERM RECOVERY

As soon as possible after an emergency, the Executive Director will convene a work group to develop a plan for transitioning to and carrying out long-term recovery work. The Executive Director will set policy for the transition and long-term recovery within which the plan will be developed. The end of the acute phase and transition into long-term recovery will be made as soon as the disaster situation is stabilized.

Long-term recovery tasks:

- Cost recovery: seek to recover the costs of damage to facilities, equipment, and extraordinary operating costs through insurance claims and government assistance, when available.
- Re-establish technology set up and connectivity; restore data from backup servers.
- Replace any damaged furniture, equipment, and make other repairs that were not high priority during initial post-disaster stabilization.

UTILITY FACT SHEET

FACILITY INFORMATION					
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">FACILITY NAME:</td> <td colspan="2">Brazos Valley Council on Alcohol and Substance Abuse</td> </tr> </table>			FACILITY NAME:	Brazos Valley Council on Alcohol and Substance Abuse	
FACILITY NAME:	Brazos Valley Council on Alcohol and Substance Abuse				
FACILITY TYPE					
PRISON <input type="checkbox"/>	TTC <input checked="" type="checkbox"/>	RRC <input type="checkbox"/>			
CITY MANAGER					
NAME:					
CONTACT INFORMATION:					
FACILITY WATER					
NAME:	Kean Register				
CONTACT INFORMATION:	979-209-5106				
IS THE FACILITY EQUIPPED WITH AN INDOOR SPRINKLER SYSTEM FOR FIRE SUPPRESSION?					
YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>				
IS THE FACILITY EQUIPPED WITH A NATURAL GAS SOURCE?					
YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>				
IF YES, PLEASE IDENTIFY LOCATION:	Back dock near ramp				
IF YES, NAME:	Atmos Gas				
IF YES, CONTACT INFORMATION:	800-286-6700 297 N. Earl Rudder Fwy, Bryan, TX 77802				
FACILITY ELECTRICITY					
NAME:	Bryan Texas Utilities (BTU)				
	979-821-5700				
CONTACT INFORMATION:	2611 N. Earl Rudder Fwy, Bryan, TX 77802				
NUMBER OF METERS:	2				
ELECTRICAL METER INFORMATION					
<i>METER NUMBER</i>		<i>BUILDINGS METERED</i>			
2000485		Horizon			
302968		McCaffrey			
IS THE FACILITY EQUIPPED WITH GENERATORS?					

YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
IF YES, PLEASE PROVIDE THE BELOW GENERATOR INFORMATION:	
TYPE (FUEL SOURCE & WATTAGE):	
RUN TIME:	
HOW MANY GALLONS OF FUEL?	
WHEN THE POWER IS DISRUPTED, DOES THE FACILITY HAVE A DEDICATED PHONE TO TRANSFER THE FACILITY PHONE NUMBER TO?	
YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
IF YES, PLEASE IDENTIFY NUMBER:	

PLEASE CHECK ALL SOURCES CONNECTED TO GENERATOR POWER:		
EMERGENCY LIGHTS	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
HEAT	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
AIR CONDITIONING	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
FREEZERS & COOLERS	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
ICE MACHINE	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
RESIDENT/CLIENT HOUSING	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
DINING AREAS	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
OTHER (PLEASE SPECIFY)		

COMMENTS:
