

**Board of County  
Commissioners**

July 2, 2024

**Chris Dzadoovsky**  
**DISTRICT 1**  
**Vice Chair**

William Wims, Chief Executive Officer  
New Horizons of the Treasure Coast  
4500 W. Midway Road  
Fort Pierce FL 34981

**Larry Leet**  
**DISTRICT 2**

RE: CEMP Approval 2024  
**Plan Expiration Date: July 2, 2025**

**Linda Bartz**  
**DISTRICT 3**

Dear Sir or Madam:

**Jamie Fowler**  
**DISTRICT 4**

The Comprehensive Emergency Management Plan (CEMP) submitted by your agency has been reviewed as a courtesy by the Emergency Management Division (EMD). The plan satisfies the minimum requirements of EMD review under Chapter 252, Florida Statutes.

**Cathy Townsend**  
**DISTRICT 5**  
**Chair**

If you choose to have a courtesy review in the future, please remember the plan, crosswalk, and all supporting documents are required for review, and we suggest submitting them 60 days before the expiration date. We would also like to remind you that our agency has 60 days after the receipt of a plan to start the initial review.

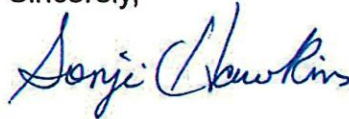
**Administration**

**George Landry**  
**COUNTY**  
**ADMINISTRATOR**

If you have any questions, please do not hesitate to contact us at (772) 462-8100.

**Dan McIntyre**  
**COUNTY ATTORNEY**

Sincerely,



Sonji L. Hawkins  
Public Safety Assistant Director





ST. LUCIE COUNTY FIRE DISTRICT  
FIRE MARSHALS OFFICE  
REVIEWED AND APPROVED  
Reviewed By: L. G. Gonzalez  
Date: 07-25-24

To: St. Lucie County, Public Safety, Emergency Management  
From: Andrea Gates-Gonzalez, LCSW  
Quality Improvement Manager  
Date: 06/25/24  
RE: CEMP for NHTC 2024-2025

I. Introduction

A. Provide basic information concerning the facility to include:

- Name of facility, address, telephone number, emergency contact telephone number and pager number if available, and fax number, type of facility, and license.  
New Horizons of the Treasure Coast, Inc. 4500 W. Midway Rd., Ft. Pierce, FL 34981.  
Main Number: 772-468-5600, Emergency Line: 888-468-5600, Main Fax: 772-468-5606.  
Licensing: NHTC is a Mental Health and Substance Use facility that has inpatient and outpatient programs. We are licensed under DCF and AHCA.  
**Inpatient Programs:**  
25-bed Adult Baker Act Receiving Unit,  
20-bed Children's Baker Act and Marchman Act Receiving,  
20-bed Short Term Residential Treatment for Adults,  
20-bed Marchman Act Receiving (Detoxification) Unit for Adults,  
14-bed Transitional Group Home for Adults, and  
Screening and Mobile Response Team.  
**Outpatient Programs:**  
Outpatient for Adults and Children for Mental Health and Substance Use,  
Medication Management for Adults and Children,  
Injection Clinic for Adults,  
Case Management for Adults and Children,  
Intensive, Forensic Case Management and Psychosocial Rehabilitation for Adults,  
Community Advocacy Team for Children,  
Assertive Community Treatment Team for Adults,  
Mental Health Court for Adults, and  
Student Assistance Prevention Program.
- Owner of facility, address, telephone. William Wims, CEO, 5231 NW Indress St., Unit 1-101, Port St. Lucie, FL 34986, 772-672-8350.
- Year facility was built, type of construction, and date of any subsequent construction.  
Facility was built 1996, Concrete Block/EFIS. Building B added
- Name of Administrator, address, work/home telephone number of his/her alternate. William Wims, CEO or Abigail Thompson, HR Director, o-772-672-8353, c-772-267-8269.
- Name, address, work and home telephone number of person implementing the provisions of this plan, if different from the administrator. William Wims, CEO
- Name and work and home telephone number of person(s) who developed this plan. William Wims, CEO and Andrea Gates-Gonzalez, QI Manager work-772-672-8344, c-772-380-2310.
- Provide an organizational chart, including phone numbers, with key management positions identified. See Organizational Chart.
- Provide an introduction to the Plan which describes its purpose, time of implementation, and the desired outcome that will be achieved through the planning process. Also provide any other information concerning the facility that has bearing on the implementation of this plan.

II. Authorities and References



Southeast Florida  
BEHAVIORAL HEALTH NETWORK  
4500 W. Midway Road - Fort Pierce, Florida 34981  
Tel-772/468/5600, Fax-772/468/5606



- A. Identify the legal basis for plan development and implementation to include statutes, rules, and local ordinances, etc. **CARF: Section 1.H. Health and Safety. Florida Administrative Codes 65 E-12.104, 12.106; Florida State Statute 394.879**
  - B. Identify reference materials used in the development of the Plan. **St. Lucie County Emergency Management, Indian River County Emergency Management, Okeechobee County Emergency Management, and Martin County Emergency Management. St. Lucie County/Florida Power & Light Nuclear Power Plant.**
  - C. Identify the hierarchy of authority in place during emergencies. Provide an organizational chart, if different from the previous chart required. **See Organizational Chart and Emergency Call Roster, Emergency Notification Contact List.**
- III. **Hazard Analysis:** Describe the potential hazards that the facility is vulnerable to such as hurricanes, tornados, flooding, fires, hazardous materials, incidents from fixed facilities or transportation accidents, proximity to a nuclear power plant, power outages during severe cold or hot weather, etc. Indicate past history and lessons learned. **See Admin E, Part 2 Policy 4.0 Hurricane; 5.0 Tornado & Severe Weather; 6.0 Continuity of Operations; and 7.0 Post Disaster Recovery.**
- A. Provide site specific information concerning the facility to include:
    1. Number of facility beds, maximum number of clients on site, average number of clients on site. **Number of Beds, 99; max number of clients 99; average number of clients on site; 88.**
    2. Type of residents/patients served by the facility to include but not limited to:
      - a. Patients with Alzheimer Disease. **n/a**
      - b. Patients requiring special equipment or other special care, such as oxygen or dialysis. **n/a**
      - c. Number of patients who are self-sufficient. **99**
    3. Identification of hurricane evacuation zone facility is **close to Zone A.**
    4. Identification of which flood zone facility is in as identified on Flood Insurance Rate Map. **Number 12111C0188K.**
    5. Proximity of facility to a railroad or major transportation artery (per hazardous materials incidents). **NHTC is within a mile from a railroad, within 3.5 miles of I-95 and within 4 miles of US1.**
    6. Identify if the facility is located within 10 mile or 50-mile emergency planning zone of a nuclear power plant. **NHTC is within 8.5 miles of the Nuclear Power Plant.**
- IV. **Concept of Operations:** This section of the plan defines the policies, procedures, responsibilities, and actions that the facility will take before, during and after any emergency situation. At a minimum, the facility plan needs to address: direction and control; notification; and evacuation and sheltering. **See Admin E, Part 2 Policy 4.0 Hurricane; 5.0 Tornado & Severe Weather; 6.0 Continuity of Operations; and 7.0 Post Disaster Recovery.**
- A. **Direction and Control:** Define the management function for emergency operations. Direction and control provide a basis for decision making and identifies who has the authority to make decisions for the facility.
    1. Identify, by name and title, who is in charge during an emergency, and one alternate, should that person be unable to serve in that capacity. **William Wims, CEO and**
    2. Identify the chain of command to ensure continuous leadership and authority in key positions. **See Organizational Chart and Admin Policy 2.0 Emergency Communication**
    3. State the procedures to ensure timely activation and staffing of the facility in emergency functions. What are the provisions for emergency workers' families? **See Admin E, Part 2 Policy 1.0 Disaster & Emergency Preparedness and Admin E, Part 1 Policy 1.0 Safety & Disaster Procedures**
    4. State the operational support roles for all facility staff. [This will be accomplished through the development of Standard Operating Procedures which must be attached to this plan.] **See Admin E, Part 2 Policy 1.0 Disaster & Emergency Preparedness**
    5. State the procedures to ensure the following needs are supplied.

- a. Food, water, and sleeping arrangements. See Admin E, Part 1 Policy 5.0 Client Safety and 6.0 Safety for Employees and Volunteers
  - b. Emergency power, natural gas, or diesel. If natural gas, identify alternate means should loss of power occur which would affect the natural gas system. What is the capacity of an emergency fuel system? See Admin E, Part 1 Policy 20.0 Emergency Generator Use and Maintenance
  - c. Transportation (may be covered in the evacuation section). See Admin E, Part 1 Policy 30.0 Transportation & Use of Vehicles
  - d. 72-hour supply of all essential supplies. See Admin E, Part 2 Policy 1.0 Disaster & Emergency Preparedness
6. Provisions for 24-hour staffing on a continuous basis until the emergency has abated. See Admin E, Part 2 Policy 6.0 Continuity of Operations; and 7.0 Post Disaster Recovery.
- B. Notification:** Procedures must be in place for the facility to receive timely information on impending threats and the alerting of facility decision makers, staff and residents of potential emergency conditions. For this section See Admin E, Part 2 Policy 2.0 Emergency Communication, Emergency Call Roster, Emergency Notification Contact List. See Disaster Checklist.
1. Define how the facility will receive warnings, to include off hours and weekends/holidays. Via NOAA and EOC.
  2. Identify the facilities 24-hour contact number, if different than number listed in introduction. William Wims, CEO.
  3. Define how key staff will be alerted. William Wims, CEO.
  4. Define the procedures and policy for reporting to work for key workers.
  5. Define how residents/patients will be alerted and the precautionary measures that will be taken.
  6. Identify alternative means of notification should the primary system fail.
  7. Identify procedures for notifying those facilities to which facility residents will be evacuated to.
  8. Identify procedures for notifying families of residents that facility is being evacuated.
- C. Evacuation:** Describe the policies, roles, responsibilities, and procedures for the evacuation of residents from the facility. For this section See Admin E, Part 2 Policy 6.0 Continuity of Operations
1. Identify the individual responsible for implementing facility evacuation procedures.
  2. Identify transportation arrangements made through mutual aid agreements or understandings that will be used to evacuate residents (copies of the agreements must be attached as annexes).
  3. Describe transportation arrangements for logistical support to include moving records, medications, food, water, and other necessities.
  4. Identify the pre-determined locations where residents will evacuate to.
  5. Provide a copy of the mutual aid agreement that has been entered into with a facility to receive residents/patients (current, signed each year).
  6. Identify evacuation routes that will be used and secondary routes that would be used should the primary route be impassable.
  7. Specify the amount of time it will take to successfully evacuate all patient/residents to the receiving facility. Keep in mind that in hurricane evacuations, all movement should be completed before the arrival of tropical storm winds (40 mph winds).
  8. What are the procedures to ensure facility staff will accompany evacuating residents/patients?
  9. Identify procedures that will be used to keep track of residents on call when they have been evacuated (to include a log system).
  10. Determine what and how much should each resident take. Provide for a minimum 72-hour stay, with provisions to extend this period of time if the disaster is of catastrophic magnitude.

11. Establish procedures for responding to family inquiries about residents who have been evacuated.
  12. Establish procedures for ensuring all residents are accounted for and are out of the facility.
  13. Determine at what point to begin the pre-positioning of necessary medical supplies and provisions.
  14. Specify at what point the mutual aid agreements for transportation and the notification of alternate facilities will begin.
- D. **Re-Entry:** Once a facility has been evacuated, procedures need to be in place for allowing residents or patients to reenter the facility. **For this section See Admin E, Part 2 Policy 7.0 Post Disaster Recovery**
1. Identify who is the responsible person(s) for authorizing reentry to occur. **William Wims, CEO.**
  2. Identify procedures for inspection of the facility to ensure it is structurally sound. **William Wims, CEO & Linda Wakefield, Facilities Manager.**
  3. Identify how residents will be transported from the host facility back to their home facility and identify how you will receive accurate and timely data on re-entry operations. **Per Mutual Aid Agreement.**
- E. **Sheltering:** If the facility is to be used as a shelter for an evacuating facility, the plan must describe the sheltering/hosting procedures that will be used once the evacuating facility residents arrive. **For this section See Admin E, Part 2 Policy 6.0 Continuity of Operations. See 7-Day Emergency Menu Inventory.**
1. Describe the receiving procedures for arriving residents/patients from evacuating facility.
  2. Identify where additional residents will be housed. Provide a floor plan which identifies the space allocated for additional residents or patients.
  3. Identify provisions of additional food, water, medical needs of those residents/patients being housed at the receiving facility for a minimum of 72 hours.
  4. Describe the procedures for ensuring 24-hour operations.
  5. Describe procedures for providing shelter for family members of critical workers.
  6. Identify when the facility will seek a waiver from the Agency for Health Care Administration to allow for the sheltering of evacuees if this creates a situation which exceeds the operating capacity of the host facility.
  7. Describe procedures for tracking additional residents or patients sheltered within the facility.
- V. **Information, Training and Exercises:** This section shall identify the procedures for increasing employee and resident awareness of possible emergency situations and providing training on their emergency roles before, during and after a disaster. **For this section See Admin E, Part 1 Policy 11.0 Emergency Alert Codes and 4.0 Inspections and Reports. See Emergency Action Plan (Staff Training). See Hurricane A & B Teams. See Site Map.**
- A. Identify how key workers will be instructed in their emergency roles during non-emergency times.
  - B. Identify a training schedule for all employees and identify the provider of the training.
  - C. Identify the provisions for training new employees regarding their disaster related roles(s).
  - D. Identify a schedule for exercising all or portions of the disaster plan on an annual basis.
  - E. Establish procedures for correcting deficiencies noted during training exercises.

**Annexes:** The following information is required, yet placement in an annex is optional, if the material is included in the body of the plan.

- A. Roster of employees and companies with key disaster-related roles. **See Emergency Call Roster, Emergency Notification Contact List.**
  1. List the names, addresses, telephone numbers of all staff with disaster-related roles.
  2. List the name of the company, contact person, telephone number and addresses of emergency service providers such as transportation, emergency power, fuel, water, police, fire, Red Cross. **See Important Number List.**
- B. Agreements and Understandings **See Transfer (Affiliation) Agreements.**



1. Provide copies of any mutual aid agreement entered into pursuant to the fulfillment of this plan. This is to include reciprocal host facility agreements, transportation agreements, current vendor agreements or any other agreement needed to ensure the operational integrity of this plan.
- C. Evacuation Route Map
  1. A map of the evacuation routes and description of how to get to a receiving facility for drivers. **See map.**
- D. Support Material
  1. Any additional material is needed to support the information provided in the plan. **See Hurricane Preparedness Guide.**
  2. Copy of the facility's fire safety plan that is approved by the local fire department. **See Admin E. Part 1 P&P 13.0: Fire Safety.**

Sincerely,

Andrea Gates-Gonzalez, LCSW  
NHTC Quality Improvement Manager

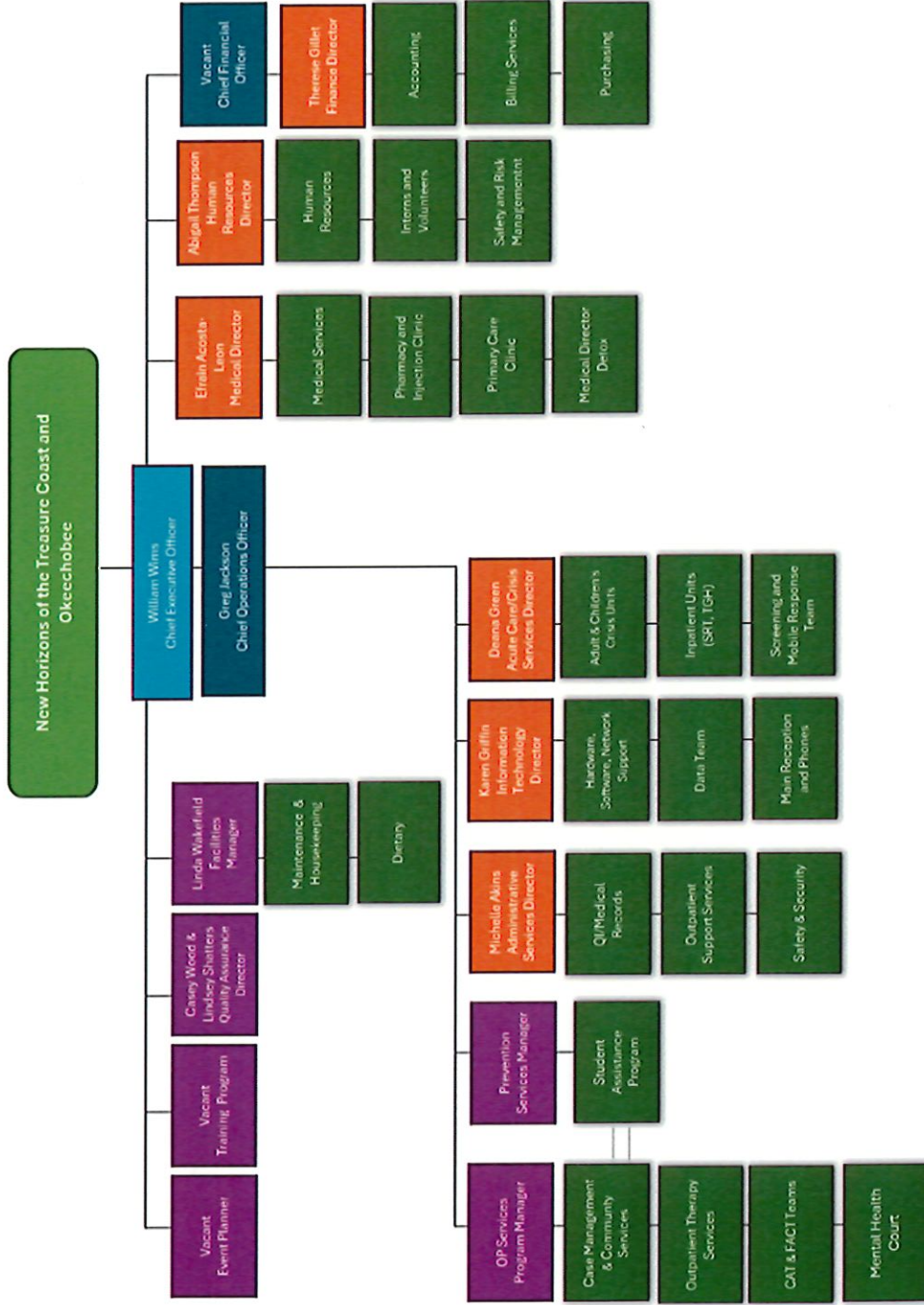








## Organizational Chart





**Admin Safety & Disaster P&P 2.0: Emergency Communication Policy**

New Horizons of the Treasure Coast, Inc.

**EMERGENCY CALL ROSTER**

| Person in this column calls down first, and then right (after speaking with advisor above). |   | Person in this column calls to the right after speaking with advisor (person to left). |   |                   |
|---|---|--|---|-------------------|
| William Wims, CEO<br>↓  | ⇒ | Calls Chief Financial Officer  | ⇒ | See below         |
|   | ⇒ | Calls HR Director  | ⇒ | See below         |
|   | ⇒ | Chief Medical Officer  | ⇒ | See below         |
|   | ⇒ | Chief Operating Officer  | ⇒ | See below         |
| Gregory Jackson, COO<br>↓   | ⇒ | Calls Division Directors IP/QA   | ⇒ | Calls their staff |
|   | ⇒ | Calls IT Director  | ⇒ | Calls their staff |
|   | ⇒ | Calls OP MH&SA /RSS/FACT/CAT/ MHC/SAP Managers   | ⇒ | Calls their staff |
| Dr. Acosta, Medical Director<br>↓   | ⇒ | Calls Medical Services Staff   |   | -                 |
|   | ⇒ | Calls Pharmacy / Injection Clinic Staff  | ⇒ | Calls their staff |
|   | ⇒ | Calls Detox Director   |   |                   |
|   | ⇒ | Calls PCC Director   | ⇒ | Calls their staff |
| Abigail Thompson, HR Director<br>↓  | ⇒ | Calls HR Staff   |   | -                 |
|   | ⇒ | Notifies Interns/Volunteers  |   | -                 |
| Karen Griffin, IT Director  | ⇒ | Calls IT Staff   |   | -                 |
| Therese Gillette, Dir. Finance<br>↓   | ⇒ | Calls Accounting Staff   |   | -                 |
|   | ⇒ | Calls Patient Accounts Staff   |   | -                 |
|   | ⇒ | Calls Purchasing Staff   | ⇒ | Calls their staff |
| Michelle Akins, Director of Admin. Support<br>↓   | ⇒ | Calls QI Manager   | ⇒ | Calls their staff |
|   | ⇒ | Calls OP Support SVS Staff   |   | -                 |
|   | ⇒ | Calls Medical Support Staff  |   | -                 |
| Andrea Gates-Gonzalez, QI Mgr.<br>↓   | ⇒ | Calls Medical Records Staff  |   | -                 |
|   | ⇒ | Calls Executive/QI Assistant   |   | -                 |
|   | ⇒ | Calls Safety Coordinator   |   | Calls their staff |
| Deana Green, Div. Dir. Acute Services<br>↓  | ⇒ | Calls ASU PM   | ⇒ | Calls their staff |
|   | ⇒ | Calls CCSU PM  | ⇒ | Calls their staff |
|   | ⇒ | Calls SRT PM   | ⇒ | Calls their staff |
|   | ⇒ | Calls TGH PM   | ⇒ | Calls their staff |
|   | ⇒ | Calls Screening PM   | ⇒ | Calls their staff |
|   | ⇒ | Calls Detox PM   | ⇒ | Calls their staff |
|   | ⇒ | Calls MRT PM   | ⇒ | Calls their staff |
| Linda Wakefield, Facilities Mgr.<br>↓   | ⇒ | Calls Maintenance Mgr.   |   | See below         |
|   | ⇒ | Calls Purchasing Staff   |   | Calls their staff |
| Tim Stroud, Maintenance Specialist<br>↓   | ⇒ | Calls Maintenance Staff  |   | -                 |
|   | ⇒ | Calls Dietary / Housekeeping Manager, Food and Environmental Coordinator               | ⇒ | Calls their staff |
|   |   |  |   |                   |

**Admin Safety & Disaster P&P 2.0: Emergency Communication Policy**

**EMERGENCY NOTIFICATION CONTACT LIST**

| <b>NAME</b>              | <b>TITLE</b>                  | <b>CELL #</b> | <b>HOME #</b> |
|--------------------------|-------------------------------|---------------|---------------|
| Acosta-Leon, Efrain      | Medical Director              | 772-205-8099  | 917-513-6588  |
| Akins, Michelle          | Dir. Admin. Support           | 772-708-3208  | 863-558-8450  |
| Breedlove, Monica        | Medical Director, Detox       | 772-323-4919  | 305-761-7641  |
| Brennan, David           | Safety Coordinator            | 772-877-1263  | -             |
| Cafarelli, Thomas        | CCSU Program Manager          | 772-708-3069  | 330-774-9960  |
| Carmichael, Lisa         | PM, FACT N                    | 772-323-9337  | 772-528-6913  |
| Castells, Brenda         | Psychiatrist                  | 915-227-2593  | 772-302-3826  |
| Claire, Tanesha          | Program Manager, SRT          | 772-204-4078  |               |
| Daley, Kim               | Nurse Educator                | 772-410-7696  |               |
| Davis, Beng              | Purchasing Agent              | 772-359-9393  | 772-359-9393  |
| Diaz Praxedes, Alejandra | PM, OP Therapy                | 772-475-4478  |               |
| Garcia, Olivia           | Executive/QI Assistant        | 772-370-0360  | 772-370-0360  |
| Gates-Gonzalez, Andrea   | Quality Improvement Manager   | 772-380-2310  | 772-595-0014  |
| Gillett, Therese         | Director of Finance           | 772-971-6612  |               |
| Graham, Jenna            | PM, CAT                       | 772-204-4142  | 772-307-0460  |
| Green, Deana             | Director of Acute Care        | 772-905-7972  | 727-455-6842  |
| Griffin, Karen           | Director of IT                | 772-538-0097  | 772-538-0097  |
| Jackson, Gregory         | Chief Operating Officer       | 772-370-6367  | 850-445-3599  |
| Jean-Baptiste, Lourdine  | APRN, CCSU                    | 386-864-9296  |               |
| Laurenzano, Carlie       | PM, SAP                       | 772-361-1682  | 772-217-0992  |
| Lee, Christephania       | IP Support Manager            | 772-204-4063  | same          |
| Martyr, Brittany         | PM, FACT S                    | 772-323-9864  | 772-485-4246  |
| Mills, Taefa             | PM, RSS, IRC & Okee           | 772-708-3881  | 718-909-4367  |
| Molnar, Donna            | PM, Detox & IR                | 772-201-9212  | same          |
| Montanez, Amy            | PM, MHCT                      | 772-985-9778  |               |
| Price, Marlene           | PM, TGH                       | 772-532-5712  | 772-569-6418  |
| Sanz, Kassandra          | PM, ASU                       | 772-708-9888  | 772-618-5278  |
| Shatters, Lindsey        | Dir., QA Clinical             | 772-678-2904  | 772-486-0597  |
| Snyder, Kory             | PM Screening, UM Manager      | 772-453-0777  | 772-453-0777  |
| Stroud, Tim              | Maintenance Specialist III    | 772-267-7393  | 772-773-0678  |
| Thompson, Abigail        | Human Resources Director      | 772-267-8269  | 772-812-1100  |
| Topnick, Michele         | PM, RSS, SLC & MC             | 772-380-2284  | 772-333-8422  |
| Wakefield, Linda         | Facilities Manager            | 772-380-3424  | 772-380-3424  |
| Washington, Rita         | Food & Environmental Services | 772-672-0616  | -             |
| Wims, William            | CEO                           | 772-528-0835  | 561-279-5793  |
| Wood, Casey              | Dir., QA                      | 772-324-9566  | 731-803-9198  |
| Wynter, Maggie           | PM, Wraparound Services       | 772-708-4033  | 321-355-0282  |
| OPEN                     | CFO                           |               |               |
| OPEN                     | Chief Development Officer     |               |               |
| OPEN                     | PM, MRT                       |               |               |
| OPEN                     | Training Manager              |               |               |
| Sharma, Deepak           | Manager, Healthcote Pharmacy  | 863-610-2966  |               |
| Jannu, Tony              | Director, Healthcote Pharmacy | 646-673-0044  |               |

**Admin Safety & Disaster P&P 2.0: Emergency Communication Policy**

**Locations and Power Failure Phone Numbers**

| <b>LOCATION:</b>                            | <b>PHONE NUMBER:</b>              |
|---|-----------------------------------|
| SWITCHBOARD - MIDWAY 1 (PFS)                | (772) 468-5600*                   |
| 404 Ixoria Avenue                           | (772) 468-3979?                   |
| 709 S. 5 <sup>th</sup> Street (PFS)         | (772) 468-5610*<br>(772) 468-5691 |
| Accounting                                  | (772) 742-8859                    |
| ADMIN. (Executive Assistant)                | (772) 468-5606                    |
| ASU Nurses Station (PFS)                    | (772) 467-3001?                   |
| Business Office (Patient Accounts)          | (772) 448-4205                    |
| Children's Crisis Stabilization Unit (CCSU) | (772) 429-2078                    |
| Children's Outpatient Services (MW)         | (772) 467-3048                    |
| Detox/IR                                    | (772) 467-5522                    |
| Dietary                                     | (772) 429-2020?                   |
| Human Resources                             | (772) 467-4135                    |
| Human Resources                             | (772) 429-2013                    |
| Medical Records                             | (772) 467-4102                    |
| Midway Outpatient                           | (772) 467-3054                    |
| Midway Reception                            | (772) 468-5600                    |
| Okeechobee Outpatient                       | (863) 462-0044                    |
| Pharmacy                                    | (772) 468-4077                    |
| Purchasing                                  | (772) 467-5542?                   |
| Screening (After Hours) (PFS)               | (772) 468-3909                    |
| Short-term Residential Treatment Unit       | (772) 204-4078                    |
| Stuart Outpatient                           | (772) 221-4089                    |
| Transitional Group Home                     | (772) 467-5524                    |
| Vero Beach Outpatient                       | (772) 778-7220                    |
|   |                                   |
| <b>PFS = Power Failure Station</b>          |                                   |

| <b>UNIT Cell phones</b>     | <b>TAG#</b> | <b>PHONE #</b> | <b>LOCATION ON UNIT</b>                |
|-----------------------------|-------------|----------------|--|
| ASU: 1201                   | 10069       | 772.323.1821   | ASU Med Room                           |
| CSU: 3201                   | 10745       | 772.584.2618   | CCSU Nurses Station- Charge Nurse desk |
| TGH: 1901                   | 10123       | 772.708.8484   | Program Mgr. office                    |
| SRT:1701                    | 10778       | 772.258.2977   | SRT Med Room                           |
| SCREENING/MRT:<br>1401/1402 | 10751       | 772.205.9998   | Screening Office                       |
| DETOX: 2981                 | 10772       | 772.258.1962   | Program Mgr. office                    |



## DISASTER CHECKLIST

### JUNE 1<sup>st</sup> (Start of HURRICANE SEASON)

|   | <u>Responsible</u>       |
|---|--------------------------|
| Update phone list of staff on call  | Administration           |
| Check food, milk, water supply as follows: (See Food Storage Section on page for recommended emergency food supplies) | Food Service Coordinator |
| Midway Road (ASU, DETOX, Screening, CCSU, TGH)<br>100 people  | Dietary                  |
| Emergency Menu Supplies up to 100 people <u>Midway Road</u>   | Dietary                  |
| Bottled Water up to 100 people <u>Midway Road</u>   | Purchasing/Dietary       |

### Check the following:

|   | <u>Responsible</u>                   |
|---|--------------------------------------|
| Disposable utensils   | Dietary                              |
| Manual can opener   | Dietary                              |
| Batteries   | Safety Coordinator                   |
| Flashlights   | Safety Coordinator                   |
| Tap Lights  | Safety Coordinator                   |
| Coolers   | Purchasing                           |
| First Aid Kits  | Safety Coordinator                   |
| Medication reserves   | Nursing Staff                        |
| Syringes  | Nursing Staff                        |
| Blankets/pillows  | Staff                                |
| Obtain current list of shelters and phone number from Red Cross         | Safety Coordinator & Case Management |
| Obtain current list of special needs for shelters                       | Case Management                      |
| Location of important papers such as census reports and medication logs | Nursing Staff                        |

|                    |            |
|--------------------|------------|
| Alcohol spray      | Purchasing |
| Toilet paper       | Purchasing |
| Facial tissues     | Purchasing |
| Paper towels       | Purchasing |
| Trash Liners       | Purchasing |
| Hand sanitizers    | Purchasing |
| Disinfectant spray | Purchasing |
| Hand soap          | Purchasing |

**Ensure supplies of the following recreation items are available:**

|                        | <u>Responsible</u> |
|------------------------|--------------------|
| Reading material       | Staff              |
| Crayons                | Staff              |
| Books                  | Staff              |
| Stationery/pen/pencil  | Staff              |
| Crossword puzzle books | Staff              |
| Board games            | Staff              |
| Decks of playing cards | Staff              |

**Personal items to be packed for use in the event of an evacuation:**

|                           | <u>Responsible</u> |
|---------------------------|--------------------|
| Extra clothing            | Staff              |
| Personal hygiene supplies | Staff              |
| Reading material          | Staff              |
| Pillow                    | Staff              |
| Lightweight blanket       | Staff              |
| Meds                      | Staff              |

### HURRICANE WATCH CHECKLIST

|   | <u>Responsible</u>                |
|---|-----------------------------------|
| Place Hurricane Duty Staff on alert   | Unit Managers at direction of CEO |
| Send Hurricane Duty Staff home to prepare their homes and pack for work   | Unit Managers at direction of CEO |
| Notify clients of plan and place on alert   | Unit Managers                     |
| Inventory freezer/refrigerator and place list of freezer/refrigerator contents on outside front of freezer/refrigerator                                   | Dietary Staff                     |
| Notify client families of plans to discharge (from Midway 1, Residential Units, the Physician will ascertain which clients are appropriate for discharge) | Unit Managers                     |
| Take count of clients who will remain – reflect same on census report   | Unit Managers                     |



**Check the following:**

|  | <u>Responsible</u>        |
|--|---------------------------|
| Medication backups   | Unit Nurses               |
| Verify food supply, water and dry milk supply (see emergency menu inventory) | Food Services Coordinator |
| Generator propane tank (Midway 1 and Detox)                                  | Maintenance               |
| Diesel Fuel Tank (CCSU)  | Maintenance               |

**HURRICANE WARNING**

|   | <u>Responsible</u>                                   |
|---|--|
| Advise Hurricane Duty Staff of assignments and when and where to report for work  | Unit Managers at direction of CEO                    |
| Remind Hurricane Duty Staff to bring personal items:<br>ID Badge                      Personal Hygiene Products<br>Blanket                        Extra Clothing<br>Medications                  Pillow | Unit Managers  |
| Fuel all vehicles and check readiness   | Safety Coordinator                                   |
| Check with Injection Clinic for instructions regarding medication blood draws   | Case Managers  |
| Prepare passes for clients being discharged   | Unit Nurses  |
| Package pass medication   | Unit Nurses  |
| Transport any clients who have a place to go but have no transportation   | Recovery Support Techs at direction of Unit Managers |
| Ensure that maintenance, volunteers and staff check yard for loose furniture and debris (move to a safe location)   | Safety Coordinator                                   |
| Ensure adequate supply of water, clean and fill all water containers  | Purchasing, Maintenance                              |
| Secure adequate count of remaining clients and designate an evacuation facility   | Unit Managers in conjunction with CEO                |
| Ensure appropriate staff/client ratio   | Unit Managers  |
| Obtain ice for coolers  | Recovery Support Techs                               |
| Prepare sleeping quarters to accommodate incoming staff evacuees  | Safety Coordinator/<br>Maintenance Staff             |

**Check the following:**

|  |                                    | <b><u>Responsible</u></b> |
|--|------------------------------------|---------------------------|
|  | Bedding                            | Unit Staff                |
|  | Extra Clothing                     | Unit Staff                |
|  | Personal Hygiene Products          | Unit Staff                |
|  | Eyeglasses                         | Unit Staff                |
|  | Medications and medication records | Unit Staff                |
|  | Personal tablet/headphones         | Unit Staff                |

**Check the following supplies for vans (transportation):**

|  |  | <b><u>Responsible</u></b>                     |
|--|--|---|
|  | Gas credit card                            | Safety Coordinator                            |
|  | First Aid Kits                             | Safety Coordinator                            |
|  | Log books                                  | Safety Coordinator                            |
|  | Transport clients to designated facilities | Recovery Support Techs<br>at direction of CEO |

**Hurricane A and B Teams for Inpatient**

| PROGRAM             | STAFF            | A TEAM<br>FIRST 12 HOURS OF STORM | B TEAM<br>2ND 12 HOURS OF STORM | C TEAM<br>RELIEVES A AND B |
|---------------------|------------------|-----------------------------------|---------------------------------|----------------------------|
| ASU Day             | Nurse *          |                                   |                                 |                            |
|                     | RST              |                                   |                                 |                            |
|                     | RST              |                                   |                                 |                            |
| Screening ASU Eve   | Screener Nurse * |                                   |                                 |                            |
|                     | RST              |                                   |                                 |                            |
|                     | RST              |                                   |                                 |                            |
| Screening ASU Night | Screener Nurse * |                                   |                                 |                            |
|                     | RST              |                                   |                                 |                            |
|                     | RST              |                                   |                                 |                            |
| Screening CCSU Day  | Screener Nurse * |                                   |                                 |                            |
|                     | RST              |                                   |                                 |                            |
|                     | RST              |                                   |                                 |                            |
| CCSU Eve            | Nurse *          |                                   |                                 |                            |
|                     | RST              |                                   |                                 |                            |
|                     | RST              |                                   |                                 |                            |
| CCSU Night          | Nurse *          |                                   |                                 |                            |
|                     | RST              |                                   |                                 |                            |
|                     | RST              |                                   |                                 |                            |
| SRT Day             | Nurse *          |                                   |                                 |                            |
|                     | RST              |                                   |                                 |                            |
|                     | RST              |                                   |                                 |                            |
| SRT Eve             | Nurse *          |                                   |                                 |                            |
|                     | RST              |                                   |                                 |                            |
|                     | RST              |                                   |                                 |                            |
| SRT Night           | Nurse *          |                                   |                                 |                            |
|                     | RST              |                                   |                                 |                            |
|                     | RST              |                                   |                                 |                            |

| PROGRAM     | STAFF | A TEAM<br>FIRST 12 HOURS OF STORM | B TEAM<br>2ND 12 HOURS OF STORM | C TEAM<br>RELIEVES A AND B |
|-------------|-------|-----------------------------------|---------------------------------|----------------------------|
| TGH Day     | Nurse |                                   |                                 |                            |
|             | RST   |                                   |                                 |                            |
|             | RST   |                                   |                                 |                            |
| TGH Eve     | Nurse |                                   |                                 |                            |
|             | RST   |                                   |                                 |                            |
|             | RST   |                                   |                                 |                            |
| TGH Night   | Nurse |                                   |                                 |                            |
|             | RST   |                                   |                                 |                            |
|             | RST   |                                   |                                 |                            |
| Detox Day   | Nurse |                                   |                                 |                            |
|             | RST   |                                   |                                 |                            |
|             | RST   |                                   |                                 |                            |
| Detox Eve   | Nurse |                                   |                                 |                            |
|             | RST   |                                   |                                 |                            |
|             | RST   |                                   |                                 |                            |
| Detox Night | Nurse |                                   |                                 |                            |
|             | RST   |                                   |                                 |                            |
|             | RST   |                                   |                                 |                            |

| PROGRAM         | STAFF          | A TEAM<br>FIRST 12 HOURS OF STORM | B TEAM<br>2ND 12 HOURS OF STORM | C TEAM<br>RELIEVES A AND B |
|-----------------|----------------|-----------------------------------|---------------------------------|----------------------------|
| Screening Day   | Screener/<br>A |                                   |                                 |                            |
|                 | Screener/<br>C |                                   |                                 |                            |
|                 | RST/A          |                                   |                                 |                            |
|                 | RST/C          |                                   |                                 |                            |
| Screening Eve   | Screener/<br>A |                                   |                                 |                            |
|                 | Screener/<br>C |                                   |                                 |                            |
|                 | RST/A          |                                   |                                 |                            |
|                 | RST/C          |                                   |                                 |                            |
| Screening Night | Screener/<br>A |                                   |                                 |                            |
|                 | Screener/<br>C |                                   |                                 |                            |
|                 | RST/A          |                                   |                                 |                            |
|                 | RST/C          |                                   |                                 |                            |



## New Horizons of the Treasure Coast, Inc. Emergency Action Plan

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#### **Purpose**

OSHA's Emergency Action Plan standard, found at 29 CFR 1910.38(a), requires New Horizons, located at 4500 W. Midway Road, Fort Pierce, Florida, to have a written Emergency Action Plan (EAP). This plan applies to all operations in our company where employees may encounter an emergency situation.

The EAP communicates to employees, policies and procedures to follow in emergencies. This written plan is available, upon request, to employees, their designated representatives, and any OSHA officials who ask to see it.

Under this plan, our employees will be informed of the plan's purpose, emergency escape procedures and route assignments, procedures to be followed by employees who remain to control critical plant operations before they evacuate, procedures to account for all employees and clients after emergency evacuation has been completed, rescue and medical duties for those employees who perform them, preferred means of reporting fires and other emergencies, types of evacuations to be used in various emergency situations, and the alarm system.

The Safety Coordinator is David Brennan and the Quality Improvement Manager is Andrea Gates-Gonzalez, both will work with the CEO, William Wims, who has overall responsibility for the plan. David will review and update the plan as necessary. Copies of this plan may be obtained from the Safety Office.

If, after reading this program, you find that improvements can be made, please contact the Safety Coordinator. We encourage all suggestions because we are committed to the success of our emergency action plan. We strive for clear understanding, safe behavior, and involvement in the program from every level of the company.

#### **Types of Emergencies/ Evacuations**

The following types of emergency evacuation exist as detailed earlier in this plan (drills are preformed annually):

1. Fire
2. Chemical Release (Spill)
3. Hurricane/ Tornado
4. Earthquake
5. Intruder Alert / Workplace Violence

#### **Emergency Escape Procedures and Assignments**

Our emergency escape procedures and assignments are designed to respond to many potential emergencies including: fires, chemical spills, natural disasters including hurricane, tornado and earthquake

Employees need to know what to do when they are the first persons to discover an emergency and when they are alerted to a specific emergency. We have corresponding procedures for responding to an emergency, such as chemical spill (Reference the "Environmental Contingency Plan). The following guidelines apply:

## New Horizons of the Treasure Coast, Inc. Emergency Action Plan

1. All employees are trained in safe evacuation procedures, In addition, the employer must review with each employee, upon initial assignment, the parts of the plan that the employee must know to protect the employee in the event of an emergency.
2. The training includes use of floor plans and workplace maps that clearly show the emergency escape routes included in the Emergency Action Plan.
3. No employee is permitted to re-enter the building until advised by Safety (after determination has been made that such reentry is safe).
4. A list of DESIGNATED AREAS (safe zones) are given in this Plan. A safe zone is a meeting Area designated in a location deemed safe for each group of employees and/ or clients within New Horizons operational area.
5. We have Local Emergency Response Team (LERT) who have specific action to take if an emergency does occur. This will be noted throughout.
6. This plan will also be included in the agency's Comprehensive Emergency Management Plan (CEMP).

Each department reports to the respective representative as follows: Each department will report to their Team Leader or a person designated in case of their absence. All will then report to the Safety Manager/ Coordinator on attendance.

The maintenance staff and designated employees (depending upon Life Safety risks or concerns) have specific roles in the plan. The procedures are important for essential logistics operations. Roles include:

1. The monitoring of plant power supplies and water supplies, essential services which cannot be shut down for every emergency alarm.
2. The agency maintains residential settings (in the Short Term Residential Unit and Transitional Group Home), as well as crisis units (Adult Crisis Unit, Children's Crisis Unit, and Adult Detoxification Unit. Designated employees will evacuate and shut down units in stages or steps where certain employees must be present to assure that safe shut down procedures are completed.

Trained evacuation personnel conduct head counts once evacuation has been completed. The employees selected are trained in the complete workplace layout and the various alternative escape routes from the workplace. All trained personnel are made aware of employees and clients with disabilities that may need extra assistance, such as using the buddy system and of hazardous areas to be avoided during emergencies. Before leaving, these employees check rooms and other enclosed spaces in the workplace for employees who may be trapped or otherwise unable to evacuate the area. A list of Evacuators may be found on the Emergency Response Team Roster.

Once each evacuated group of employees have reached their evacuation destinations, each trained evacuation employee:

1. Takes roll of his or her group.
2. Makes sure all persons are accounted for by list by area.
3. Reports in to a central checkpoint managed by the New Horizons Safety Coordinator.
4. Assumes role of department contact to answer questions.

### **First Aid Duty Assignments**

First aid may be necessary during emergency situations. Designated first aid responders are to provide medical assistance within their capabilities to employees requiring it during an emergency situation. Please make an announcement to reach out to the first aid team by paging "first aid team report to" and give area. Designated first aid responders include the following individuals:

#### **First aid Team**

- David Brennan
- RNs/ LPNs

Professional emergency services responding in an emergency will help with and direct all rescue and medical duty assignments upon their arrival on site.



## New Horizons of the Treasure Coast, Inc. Emergency Action Plan

### Emergency Procedures

#### Technical Detail For all Procedures: Utility Shutoff personnel -

- Electric Tim Stroud, Gary Mann,
- Water (domestic) Tim Stroud, Gary Mann,
- Gas Tim Stroud, Gary Mann,
- Fire Protection Control Valve Operator Maintenance Staff
- Following the event conduct a Site Survey –William Wims, David Brennan, Tim Stroud
- Hot Work will be supervised by maintenance department

#### 1. In the Event of a Fire

In the event of a fire, evacuation and Fire Department notification can be accomplished by pulling any of the fire pull alarms at doors. The phone attendant will confirm 911 to activate emergency services. The Emergency Response Team will perform assigned duties and will meet the fire department. Leaders should have head counts and it should be given to the St. Lucie County Fire Department, Fire Chief or fire fighter. No employees are to return to the buildings until the "all clear" is given by the Safety Coordinator David Brennan, Facility Manager Tim Stroud, or the St. Lucie County Fire Department's Fire Chief.

#### 2. In the Event of a Hurricane/ Tornado

The Safety Coordinator (David Brennan) has access to Pull alarm system. When the National Weather Service has issued a tornado watch, we (safety/HR/Plant manager) will begin to monitor the situation via cellphone or internet. At that point, David will give direction to sound the tornado alarm when placed under a warning to warn employees of a tornado. In the event of a tornado, we will provide emergency warning and shelter. At the time the emergency alert system is activated, all employees are responsible for assembling to their Seek Shelter areas. Below is a list of designated shelter areas, along with departments assigned to each designated shelter area.

##### Storm Watchers:

David Brennan  
Andrea Gates-Gonzalez  
Abigail Thompson

##### Seek Shelter locations:

Building A  
Building B  
Building C  
Building E  
Building F  
Building G

Supervisors of units are responsible for headcount in their respective building and MUST ensure that everyone is accounted for.

#### 3. In the Event of an Earthquake

Employees should attempt to take shelter in a door way in office area, hallway or under a substantial object, to protect themselves from falling objects. We do have plant wide awareness on how to take shelter.

Employees are to remain in the building until the earthquake ends. When the earthquake ends, all employees are to evacuate the building.

#### 4. In the Event of a Chemical Emergency / spill

The Safety Coordinator David Brennan has access to PA and alarm system and will send a warning. Employees in the affected area should evacuate the area to their designated location outside the area / facility. Employees shall remain there, until the all clear is given.

**New Horizons of the Treasure Coast, Inc. Emergency Action Plan**

5. In the Event of a Workplace Violence/Intruder Alert  
 Contact HR or Safety Coordinator in this circumstance (8353 or 8459). Relay all pertinent information what is going on, where the person is, what they are wearing, what they look like. We will call 911 and pull the appropriate alarm for "Intruder Alert take shelter". From here each area will execute the most logical and reasonable response to workplace violence/ Intruder response as trained. In case Safety cannot be contacted the person who seen the suspected person will then call 911 and relay all information; as well as pull appropriate alarm "Intruder Alert".

**Trained Evacuation Personnel**

Critical Plant Operations Personnel

The following employees have specific duties to care for critical plant operations: Maintenance Staff

**Training**

Employees are provided training on sounds, signals, shelter areas and evacuation routes in light of an emergency. The LERT will meet once a year to review the Emergency Action Plan (EAP) to make any updates necessary. The LERT will meet quarterly to prepare for drills and review results of previous drills.

| Main Campus Evacuation Leaders Name, Job Title                      | Location                                      |
|---|---|
| David Brennan, Safety Coordinator                                   | Bldg E  |
| Andrea Gates- Gonzalez, QI Mgr.                                     | Bldg A  |
| Michelle Akins, Admin. Support Dri.                                 | Bldg B  |
| Christephanina Lee, IP Support Mgr.                                 | Bldg E  |
| Donna Molnar, Detox PM  | Bldg F  |
| Front Desk  | Bldg G  |
| Fire Alarm Person   | Anyone can pull alarm                         |
| Note: Spokesperson to handle media                                  | 1. William Wims<br>2. Greg Jackson            |
| <b>In case of a major spill or fire: Corporate Sustainability –</b> | 1-812-634-3234 (office) 1-812-459-6059 (cell) |

**List of Contingency Plan Job Titles and Duties**

| Team Member                     | Job duties   |
|---------------------------------|--|
| Emergency Coordinator           | Overall supervision including the following:<br>1. Training of all LERT members.<br>2. Documentation of all training to include the filing of signed training forms by all members.<br>3. The immediate replacement and training of a new member to fill a vacated spot<br>4. Immediate and overall supervision of any fire or spill of hazardous material/waste |
| Assistant Emergency Coordinator | To assist the Emergency Coordinator in the overall supervision of the Environmental Contingency Plan and to be familiar with all functions of the plan, so as to be able to supervise all functions in the absence of the Emergency Coordinator.   |
| Fire Alarm Person               | To activate the fire pull if a fire starts and is not immediately extinguished by in-plant personnel. Then to notify the Emergency Coordinator if he or she is not yet aware of the situation.   |

## New Horizons of the Treasure Coast, Inc. Emergency Action Plan

|   |  |
|---|--|
| Evacuation Persons (and backup)               | <ol style="list-style-type: none"> <li>1. Know the location of all plant evacuation alarm pull stations (red).</li> <li>2. Pull the handle on one of the evacuation alarm pull stations setting off the plant evacuation alarm system if the Emergency Coordinator decides the situation is severe enough for evacuation. (One of the Assistant Emergency Coordinators will make the decision to evacuate in the absence of the Emergency Coordinator.)</li> <li>3. Position self in location that will enable the proper enforcement of approved Evacuation Routes so as to be able to prevent employee from evacuating plants in the immediate area of the hazardous material/waste and oil storage area.</li> </ol> |
| Fire Control Personnel                        | <ol style="list-style-type: none"> <li>1. To extinguish or contain small fires until the public fire department arrives and takes over. Assist in spill response measures.</li> <li>2. Equipment to be used are hand held fire extinguishers in accordance with training received from trained personnel and or the Emergency Coordinator or their designee.</li> <li>3. Assist Spill Control Personnel in diking or containing all spills.</li> <li>4. Maintain control/security over the area in which the fire is occurring. Limiting access to the designated personnel, fire department, outside Emergency Remediation Contractors and other emergency agencies.</li> </ol>                                       |
| Safety Coordinator                            | To assist Emergency Coordinators in overseeing the Emergency Action Plan.  |
| Attendance Counter                            | To account for employee's in department as well as anyone else in area at the time.  |
| First Aid Responders                          | To administer or assist in rendering first aid as needed.  |
| Sprinkler Control Valve Operator (and backup) | Unlock sprinkler valve if needed and direct fire department.   |
| Electricians                                  | Turn off electrical power in the area or breaker panel.  |
| Flag Personnel                                | To remove flag from designated areas in both the front and back of the plant, and wait to direct fire departments, ambulance or other needed personnel.  |
| Environmental Coordinator                     | To assist and oversee the Emergency Coordinator in the overall supervision of the Environmental Contingency Plan and to be familiar with all functions of the plan, so as to be able to supervise all functions in the absence of the Emergency Coordinator.   |

| <b>TELEPHONE NUMBERS OF KEY STAFF AND AGENCIES</b> |                  |                   |
|--|------------------|-------------------|
| <b>KEY STAFF</b>                                   | <b>Extension</b> | <b>Cell Phone</b> |
| William Wims, CEO                                  | 8350             | 772-528-0835      |
| Andrea Gates-Gonzalez, QI Mgr.                     | 8344             | 772-380-2310      |
| Tim Stroud, Maint. Mgr.                            | 5370             | 772-267-7393      |
| Abigail Thompson, HR Dir.                          | 8353             | 772-267-8269      |
| Michelle Akins, Admin Support Dir.                 | 8325             | 772-708-3208      |
| Dr. Efrain Acosta-Leon, Med. Dir.                  | 8427             | 772-205-8099      |
| Donna Molnar, Detox PM                             | 8483             | 772-201-9212      |
| Rita Washington, Food Svs. Coord.                  | 8426             | 772-672-0616      |
| Deana Green, Acute Care Dir.                       | 8456             | 772-905-7972      |
| Kassandra Sanz, ASUPM                              | 8434             | 772-708-9888      |
| Tanesha Claire, SRT PM                             | 9372             | 772-204-4078      |
| Marlene Price, TGH PM                              | 8438             | 772-532-5712      |
| Kory Snyder, Screening PM                          | 8461             | 772-453-0777      |

## New Horizons of the Treasure Coast, Inc. Emergency Action Plan

| <b>Local Emergency Numbers</b>           |               |
|--|---------------|
| FL Highway Patrol Troop L                | 850-617-2000  |
| St Lucie County Sheriff                  | 772-462-7300  |
| Emergency Medical Services               | 911           |
| Lawnwood Hospital                        | 772-461-4000  |
| Ft Pierce Utilities Authority (Electric) | 772-466-1600  |
| St. Lucie Co Utilities Co. (Water)       | 772-462-1150  |
| Alarm (Astro) Company                    | 812-491-4990  |
| Poison Control                           | 1800-222-1222 |

### **Facility Site Survey After Emergency**

1. Review the area of the Facility and determine if suitable to re-enter
  - a. If not, Safety Coordinator will contact CEO, Director of Operations, Quality Improvement Manager, and Maintenance Manager. Subordinate managers are to notify all personnel to remain outside of the building
2. If building is suitable for re-entry than Facility Manager, Safety Coordinator, Maintenance and appointed maintenance personnel will enter the facility and audit the following:
  - a. Review building structure to verify no damage
  - b. Review building walls and roof to verify no damage
  - c. Verify there are no gas leaks
  - d. Verify there are no sprinkler leaks
  - e. Verify there are no electrical hazards
  - f. Review that lighting is fully functional
  - g. Review sprinkler/flame-ex/deluge systems are operational
  - h. Review there are no compressed air leaks and compressors are operational
  - i. Set Fire Doors into operational mode
3. If step #2 is completed than proceed to Emergency Response Start up Plan

### **Emergency Response Start Up Plan**

1. Verify Facility Site Survey has been completed
2. Team to evaluate areas
  - a. Verify there are no electrical hazards
  - b. Verify no standing water
  - c. Verify the work areas are clear of obstruction
  - d. If steps have been completed than release team back to work
  - e. Verify the work areas are clear of obstruction

## EMERGENCY MENU

| MONDAY  | TUESDAY  | WEDNESDAY   | THURSDAY  | FRIDAY   | SATURDAY   | SUNDAY   |
|---|--|---|---|--|--|--|
| <b>Breakfast</b><br>Cereal/Bagel<br>Apples<br>Cream Cheese<br>Milk/Juice                          | <b>Breakfast</b><br>Cereal/Danish<br>Oranges<br>Milk/Juice                                 | <b>Breakfast</b><br>Cereal/Muffin<br>Bananas<br>Milk/Juice              | <b>Breakfast</b><br>Cereal/Bagel<br>Pears<br>Cream Cheese<br>Milk/Juice                 | <b>Breakfast</b><br>Cereal/Danish<br>Apples<br>Milk/Juice                    | <b>Breakfast</b><br>Cereal/Muffin<br>Oranges<br>Milk/Juice                                       | <b>Breakfast</b><br>Cereal/Bagel<br>Bananas<br>Cream Cheese<br>Milk/Juice                  |
| <b>Lunch</b><br>Cheese and<br>Turkey on Roll<br>Corn Chips<br>Salad<br>Fruit Cup<br>Juice         | <b>Lunch</b><br>Chicken Salad<br>on Wheat<br>Potato Salad<br>Pudding Cup<br>Salad<br>Juice | <b>Lunch</b><br>Deli Sandwich<br>Pickles<br>Chips<br>Jello Cup<br>Juice | <b>Lunch</b><br>Grilled Chicken<br>on Roll<br>Salad<br>Corn Chips<br>Fruit Cup<br>Juice | <b>Lunch</b><br>Ham & Cheese<br>on Rye<br>Macaroni Salad<br>Cookies<br>Juice | <b>Lunch</b><br>Tuna Salad<br>Sandwich on<br>Wheat Bread<br>Salad<br>Chips<br>Peach Cup<br>Juice | <b>Lunch</b><br>Chicken Salad<br>on Roll<br>Potato Salad<br>Pickles<br>Cookies<br>Juice    |
| <b>Dinner</b><br>Pepper & Onion<br>Sub<br>Tossed Salad<br>Dinner roll/<br>Butter<br>Pears<br>Milk | <b>Dinner</b><br>Pulled Pork<br>Sandwich<br>Coleslaw<br>Chips<br>Brownie<br>Milk           | <b>Dinner</b><br>Meatball Sub<br>Garden Salad<br>Cookies<br>Milk        | <b>Dinner</b><br>Sub Sandwich<br>Chips<br>Pudding Cup<br>Milk                           | <b>Dinner</b><br>Pizza<br>Tossed Salad<br>Oranges<br>Milk                    | <b>Dinner</b><br>Hot Dog & Bun<br>Macaroni Salad<br>Yogurt Cup<br>Milk                           | <b>Dinner</b><br>Spinach Wrap/<br>Roast Beef/<br>Cheese<br>Chips<br>Oatmeal Cookie<br>Milk |
| <b>Snack</b><br>Granola Bar   | <b>Snack</b><br>Popcorn  | <b>Snack</b><br>Graham Crackers   | <b>Snack</b><br>Apples  | <b>Snack</b><br>Cookies  | <b>Snack</b><br>Pretzels   | <b>Snack</b><br>Trail Mix  |





NEW HORIZONS

To: Joe Speicher, CEO, South County Mental Health Center, Inc.
From: William Wims, CEO, New Horizons of the Treasure Coast, Inc.
Date: 04/18/2024
RE: Evacuation Plan and Mutual Aid Agreement

New Horizons of the Treasure Coast, located at 4500 W. Midway Rd., in Ft. Pierce, Florida, and South County Mental Health Center, Inc., located at 16158 S. Military Trail, in Delray Beach, Florida, mutually agree to serve as reciprocal host hospitals in establishing a receiving facility relationship for those hospital patients inappropriate for discharge in the event that a hurricane or disaster presents as an imminent threat to our hospital(s) and evacuation is ordered in our respective areas(s),

As sister hospitals, it is the understanding of each party that the hospital relocating patients facilitate transportation, provide hospital staff, patient medical records, medications, necessary supplies, liability coverage, and effective communication with the host hospital prior to and throughout the transfer process. The evacuating hospital shall maintain a guest role in the host hospital's setting with every effort made to comply with sister hospital's policies and procedures.

Handwritten signature of William Wims

William Wims, CEO
New Horizons of the Treasure Coast, Inc.

Handwritten signature of Joe Speicher

Joe Speicher, CEO
South County Mental Health Center, Inc.

Handwritten date 6/26/24

Date

Handwritten date 6-26-24

Date



## TRANSFER AGREEMENT

**THIS TRANSFER AGREEMENT**, made and entered into as of the 18th of April, 2024 by and among South County Mental Health Center ("South County") and New Horizons of the Treasure Coast, Inc. ("New Horizons").

**WHEREAS**, the South County and New Horizons desire to provide for the orderly transfer of clients in the event of a hurricane or other emergency requiring evacuation of clients and staff on the terms and subject to the condition set forth in this Agreement.

**NOW THEREFORE**, South County and New Horizons agree as follows:

1. **TRANSFER OF CLIENTS.** In the event of a hurricane or other emergency requiring evacuation of clients and staff, the Transferring Facility(s), will use its best efforts to transfer, and the Receiving Facility(s) will its best effort to receive and admit, to the extent of its service capability and capacity, clients of the Transferring Facility(s) in accordance with the terms and subject to the condition of this Agreement. Transferring Facility(s) estimates that in the event evacuation is required because of a hurricane, or other emergency, the number of clients to be transferred will be approximately as follows:

| Facility        | Hospital /<br>CSU / SRT<br>ADULT | Mental Health                       |             | Substance Use |       |
|-----------------|----------------------------------|-------------------------------------|-------------|---------------|-------|
|                 |                                  | Hospital /<br>CSU / SRT<br>CHILDREN | Residential | Residential   | Detox |
| South<br>County | 27                               | 0                                   | 0           | 0             | 0     |
| New<br>Horizons | 25                               | 20                                  | 16          | 0             | 20    |
|                 |                                  |                                     |             |               |       |

Above estimates will be updated annually at the time of the renewal of this Agreement. A facility needing to transfer clients shall contact the other facility as far in advance as is practicable under the circumstances to arrange for transfers hereunder. In no event shall any facility transfer clients without the prior approval by Receiving Facility(s). Transferring Facility will use its best efforts to notify clients, respective next of kin of acceptance and admission of those clients.

2. **MEDICAL RECRDS AND ORDERS.** Transferring Facility will, at the time of transfer, furnish Receiving Facility(s) at a minimum of a copy of Transferring Facility's psychiatric evaluation, recent progress notes, all orders, and Treatment Plan. Physicians will discharge patients from the Transfer Facility to the Receiving Facility at point of notification of arrival.



3. **STAFF.** Each Facility will use its best effort to provide for the duration of the emergency, the staff in numbers and types appropriate to the client care requirements. Staff may be sent to assist with clients transferred to a Receiving Facility or may be sent to a facility that experienced an emergency to provide staff relief. The Transferring Facility agrees to notify the Receiving Facility(s) of the times that such personnel will arrive. Receiving Facility agrees to provide staff for check-in or orientation for purposes of assuring coordination between the facility's staff and adherence to Receiving Facility's policies and procedures.

All staff furnished by Transferring Facility will be appropriately trained, qualified, and licensed to provide the service they are furnished to provide. Transferring Facility represents and warrants to Receiving Facility(s) that all personnel furnished hereunder shall be appropriately covered under Transferring Facility(s) worker's compensation insurance or self-insurance or the worker's' compensation insurance or self-insurance or the worker's compensation insurance of the entity employing such personnel, as applicable, While performing services at Receiving Facility, such personnel shall continue to be employees of Transferring Facility, but shall be under the direction of Receiving Facility.

4. **PRIVILEGING.** Each facility will consider emergency privileges, as appropriate in accordance with bylaws, rules, and regulations and/or procedures.
5. **SUPPLIES.** If and to the extent requested by Receiving Facility, Transferring Facility shall make every effort to provide to Receiving Facility pharmaceuticals and other medical supplies necessary of appropriate to the treatment of clients.
6. **TRANSPORTATION.** Transferring Facility shall be responsible for providing of arranging for the transportation of clients to and from Receiving Facility.
7. **DISCHARGE AND TRANSFER.** Clients being treated at the Receiving Facility who are stabilized and ready for discharge may so be released after consultation with and approval from tile Transferring Facility's Treatment Team. To the extent of its service capability and capacity (taking into account damage to or destruction of its facilities and availability of its personnel), Transferring Receiving Facility shall contact Receiving Facility to arrange for the return of clients.
8. **FINANCIAL AGREEMENT.**
- 8.1 **Medicare and Medicaid Revenues.** Transferring Facility and Receiving Facility shall each be entitled to bill, collect, and retain amounts due to them respectively for services provided to Medicare and Medicaid beneficiaries, in accordance with Medicare and Medicaid laws, regulations and reimbursement policies,

- 8.2 **Other Payor Revenues**. Transferring Facility and Receiving Facility shall each bill and use commercially reasonable efforts to collect and retain amounts due to them respectively for services provided to Medicare and Medicaid beneficiaries, in accordance with Medicare and Medicaid laws, regulations, and reimbursements policies.
- 8.3 **Personnel Expenses**. Transferring Facility shall be responsible for the wage and benefit expenses of their own staff.
9. **LIAISON**. The primary liaison for each Facility shall be the Chief Executive Officer or his/her designee.
10. **TERM**. This Agreement shall become effective as of the date first above written and shall continue unless terminated by either party upon 90 days prior written notice.
11. **INDEMNIFICATION**. Neither party hereto shall indemnify the other with respect to claims arising out of injury or death of clients. Unless otherwise provided, Receiving Facility acknowledges that its malpractice insurance may be required to respond to claims of patients arising during admission to Receiving Facility, even if due to the acts or omissions of personnel supplied by Transferring Facility. Transferring Facility agrees to release, hold harmless and indemnify Receiving Facility, and the trustees, directors, officers, employees, agents, and independent contractors of the Receiving Facility, from and against any and all liabilities, losses expenses, claims, demands, actions, causes of action, suits, judgments and costs (including without limitation costs of investigation, settlement and appeal and attorney's fees through all appellate levels, which may be brought against, incurred or suffered by such persons and entities, or any of them, by reason of death, disability, injury or illness of any of the personnel furnished to Receiving Facility by Transferring Facility hereunder, or loss or damage to property of any of such personnel while on the premises of Receiving Facility, or on any premises in connection with the subject matter hereof, even if caused by the negligence of Receiving Facility or its employees, agents, or independent contractors.
12. **BEST EFFORTS: LIMITATION OF LIABILITY**. The parties acknowledge and agree that the activities contemplated hereunder are subject to many factors, which are outside of the control of the parties. Accordingly, notwithstanding any other term or provision hereof to the contrary, the obligations of the parties hereunder are and shall be to use their best efforts to conduct the activities and accomplish the objectives contemplated hereby, and that neither party shall have any liability to the other, or to any third party, to the extent such activities and objectives are frustrated by third parties, Act of God, or other similar or dissimilar cause beyond the reasonable control of the parties.

13. **MISCELLANEOUS.** Time is of the essence with respect to the provisions of this Agreement. This Agreement may be amended but only by an instrument in writing executed by the party to be burdened thereby. Any provision of this Agreement, which is prohibited or unenforceable, shall be ineffective only to the extent of such prohibition or unenforceability without invalidating the remaining provision hereof. In the event of any legal action or proceeding to enforce the terms of this Agreement shall be governed by, and construed and enforced on accordance with, the laws of the State of Florida.

**IN WITNESS WHEREOF,** The parties have executed this Agreement as of the date first above written.

| South County Mental Health Center | New Horizons of the Treasure Coast, Inc. |
|-----------------------------------|--|
| By: <u>Joseph S. Speicher</u>     | By: <u>William Wins</u>                  |
| Title: <u>CEO</u>                 | Title: <u>CEO</u>                        |
| Date: <u>6-26-24</u>              | Date: <u>6-26-24</u>                     |



## Mutual Aid Agreement

### ACKNOWLEDGMENTS AND AGREEMENTS

Under the terms of this non-exclusive agreement, [Wellington Retreat, Inc. DBA: Family Center for Recovery] (hereinafter referred to as the "Company" or the "Principal"), seeks to contract with [New Horizons of the Treasure Coast, Inc.] (hereinafter referred to as the "Facility") for the purposes of identifying procedures for notifying Facility of AHCA residents to be evacuated to Facility and the herein clauses, rules, and statutes the Company and Facility shall honor should an emergency hence described as such in the Company's CEMP plan, as so described and published herein. To include hurricanes, tornadoes, flooding, fires, hazardous materials incidents from facilities or transportation accidents, proximity to nuclear power plant, power outages during severe hot weather, etc.

I. Company Authorities in Place During Emergencies

A.) Company; Chain of Command:

- 1.) Robert A Moran MD, CEO/Medical Director\_{Name & Title}  
drmoran@fcfrmd.com {Email Address}, & 561-296-5288 ext:222  
{Telephone Number}  
Shall act as the primary point of contact in accordance to emergency evacuation for AHCA patients to Facility should an emergency as so published above in the herein described Acknowledgements and Agreements document. Party responsible for alerting AHCA.
- 2.) Robert Hofmann, Administrative Supervisor\_{Name & Title},  
rhofmann@fcfrmd.com Email Address}, & 561-296-5288 ext:222  
{Telephone Number};  
Shall act as the second point of contact in accordance to emergency evacuation for AHCA patients to Facility should an emergency as so published above in the herein described Acknowledgements and Agreements document.
- 3.) John Boyles, Facilities Director/Safety Officer {Name & Title},  
jboyles@fcfrmd.com {Email Address}, & 561-315-1729  
{Telephone Number};  
Shall act as the third point of contact in accordance to emergency evacuation for AHCA patients to Facility should an emergency as so published above in the herein described Acknowledgements and Agreements document.

B.) Facility; Chain of Command:

- 4.) Andrea Gates-Gonzalez, LCSW, QI Manager {Name & Title},  
agates-gonzlaez@nhtcinc.org {Email}  
4500 W. Midway Rd., Ft. Pierce, FL 34981}, & 772-672-8344  
{Telephone Number};  
Shall act as the primary point of contact in accordance to emergency evacuation for AHCA patients to Facility should an emergency as so published above in the herein described Acknowledgements and Agreements document.
- 5.) William Wims, CEO {Name & Title},  
wwims@nhtcinc.org {Email Address},

## Mutual Aid Agreement

4500 W. Midway Rd., Ft. Pierce, FL 34981), & 772-672-8344  
{Telephone Number};

Shall act as the second point of contact in accordance to emergency evacuation for AHCA patients to Facility should an emergency as so published above in the herein described Acknowledgements and Agreements document.

6.) \_\_\_\_\_ {Name & Title},  
Email Address}, & \_\_\_\_\_ {Telephone Number};

Shall act as the third point of contact in accordance to emergency evacuation for AHCA patients to Facility should an emergency as so published above in the herein described Acknowledgements and Agreements document.

### EVACUATIONS

Wellington Retreat, Inc. DBA: Family Center for Recovery, Inc. is a mental health/substance use facility and is not equipped to assist with medical emergencies and is not a community designated disaster-receiving station equipped to assist with disaster related injuries. Our focus will be to evacuate patients at the onset of an emergency or disaster that substantially disrupts reasonable efforts to acquire medication, medical and non-medical supplies, food, water, and other utilities needed for patient care. Wellington Retreat, Inc. DBA: Family Center for Recovery, can and will aid those stated in our Mutual Aid Agreement with AHCA patients who do not need medical attention due to disaster related injuries; and does not disrupt the efforts required for the needs of our own patients.

All efforts will be made in order to have an orderly and safe evacuation. Patients who are ready for discharge per attending physician and live locally will be discharged prior to evacuation. Out of area patients who are ready to be discharged per physician and provided transportation to the closest bus station. Out of state patients who are ready for discharge per attending physician will be provided transportation to the Airport. Patients who are deemed not-dischargeable will be evacuated per plan.

If it is determined that an evacuation of patients is needed and the use of a facility that shares a Mutual Aid Agreement with Wellington Retreat, Inc. DBA: Family Center for Recovery, then contact will be made with said facilities and preparations will be made in accordance with the Mutual Aid Agreement.

Discussions about beginning evacuations and transport in compliance with mutual aid agreements will start when there is indication of a need for possible evacuation. In the event of an unforeseeable disaster, discussions regarding evacuation with respect to mutual aid agreement will begin the instant the disaster happens and evacuations preparations are being made.

The locations that patients and crucial working employees will evacuate to from Family Center for Recovery will be:

## Mutual Aid Agreement

New Horizons of the Treasure Coast, Inc.  
4500 W. Midway Rd., Fort Pierce, FL 34981  
(772) 468-5600

The following are the designated routes for the locations designated in our Mutual Aid Agreement with the fastest routes being the primary and the other being the secondary.

New Horizons of the Treasure Coast, Inc.  
Fastest route 67 min (68 miles) via I-95 N

Start:

Family Center for Recovery  
7051 N Seacrest Blvd., Lantana, FL 33462  
Follow I-95 N to FL-786 E/PGA Boulevard in Palm Beach Gardens.  
Take exit 79A from I-95 N  
to Midway Road in St. Lucie County  
Turn E. to 4500 on Northside of Road  
End:

From:

New Horizons of the Treasure Coast, Inc.  
4500 W. Midway Rd., Fort Pierce, FL 34981  
From Midway Road go W to I-95  
Take I-95 S to FL-786 E/PGA Boulevard in Palm Beach Gardens  
Turn R onto Hypoluxo Rd.  
Turn R onto Seacrest Blvd.

If it is determined that there is a chance for a disaster to directly impact the facility (i.e., Hurricane) preparations will begin immediately so that if it is determined that an evacuation is necessary it can begin commencement immediately.

The amount of time it should take to evacuate patients/ crucial working employees to the receiving facility should take approximately two hours. Approximately one hour to gather patients and necessities for transport and approximately one hour to transport to the receiving facility. All evacuations will begin at the earliest possible time once a disaster has been identified. In the event of a hurricane, evacuations will begin prior to attaining winds speeds of 39mph.

In the event of an evacuation from Wellington Retreat, Inc. DBA: Family Center for Recovery, patient records are kept electronically and will be available through the KIPU app available online. A face sheet along with a medication orders page, will be printed for each patient that is being evacuated and packed with the medications that will be transported with the patient by a coordinator. For evacuations to our second site, Transitional housing, food and water will be available as a five day supply for that facility is kept on site. For evacuations to another site, food and water will be supplied by them as well as any other basic necessity. Wellington Retreat, Inc. DBA: Family Center for Recovery will pay for or reimburse any accrued expense of the patient that Wellington

## Mutual Aid Agreement

Retreat, Inc. DBA: Family Center for Recovery would have originally been responsible for.

Provided there is enough notification, patients and crucial working employees should take enough provisions to cover their time at the evacuation site until the disaster is over.

The Clinical Director will be in charge of contacting or assigning appropriate staff to contact patient and crucial working employee families. The Clinical director will keep a log of who has been contacted and enter the information into KIPU under the patient file and for staff a written document that will be kept on hand until it can be entered into the dropbox file.

A staff phone list will be printed to keep track of staff. A staff list will be generated from our HUCU app which list all staff, if there is not an option to print the list from the facility. During an evacuation the staff are to clear all rooms before completely evacuating the floor. Once all floors are cleared and the building is evacuated, the facilities director will contact all pertinent personnel and confirm their safety. If any pertinent personnel are unreachable they will continue to attempt contact until successful or the person's whereabouts are confirmed through other means.

Staff member that transport patients will continue to work with our patients in accordance with the facility at which they are in. Their role will be to maintain patient services and assist where directed by their superior. In the event of a disaster, relief employees will be designated to report to the appropriate site to continue with continued care of our patients until the disaster is over and the patients can be returned to Wellington Retreat, Inc. DBA: Family Center for Recovery under normal conditions. In order to keep track of patients while at another facility during a disaster, staff members will record a shift log that designates the patient's location within the facility and will be recorded at 30 minute intervals. This log shall be kept via email format through our company email in which each staff member has access to through their phone. If a staff member does not have a phone or access to their phone then a paper log will be required and will be submitted at the end of their shift to the supervisor on duty.

### REENTRY

Once it has been determined that reentry is approved. Staff will pack up patient from the host facility using their face sheet and medication order sheet to account for patient's medications. Personal belongings if any will be retrieved. While maintaining logs that will take account of patient's whereabouts and continuing without interruption until back at the facility where normal logs can be put back into place. Staff will communicate throughout the operation to inform all parties when they will be leaving the host facility and when they will be arriving at the home facility.

### RETURNING ROUTES



## Mutual Aid Agreement

Returning routes will be opposite the designated routes used to facilitate the evacuation from the host facility.

### SHELTERING

Upon notice that we will be sheltering patients from another facility, available rooms will be designated for the patients and crucial working employees. Once transports arrive they will be let inside the gate and staff will assist with moving the patients and crucial working employees to their designated locations. Nursing will meet with the staff carrying medication and secure medication within the nursing station with medications for patients we are sheltering, separately from our own patients. The Director of Coordinators and Facilities Director will organize the supply of food and water for the patients and crucial working employees.

Patients who are being sheltered should be accompanied by staff from the evacuating facility that can continue the patients care while at our facility. This should include the personnel that would normally make the psychiatric and medical decisions appropriate for the patients care. In the event that patients are unable to be given care by their designated provider, then it is understood that the hosting facility will be given the permissions necessary to continue the patients care such as, but not limited to, medication and psychiatric treatment. These decisions of care will be made by the Medical Director of Wellington Retreat, Inc. DBA: Family Center for Recovery with the understanding that decisions will only be made for patient care if the original provider is not available during the emergency situation which has led to the patients being sheltered at Wellington Retreat, Inc. DBA: Family Center for Recovery.

A waiver from AHCA will be sought immediately when sheltering parties become aware that the facility will exceed the operating capacity it was designated. AHCA will be contacted by the Administrative Supervisor or designated parties.

In the event that Wellington Retreat, Inc. DBA: Family Center for Recovery should be host for another facilities emergency, staff will be notified and additional staff will be added to the schedule to accommodate the incoming patients/ crucial working employees.

Crucial working employees will be housed on the same floor as the patients they came in with provided there is enough room. In the even that there is not enough room to house both patients and crucial working employees on the same floor, crucial working employees will be housed on another floor where an office can be converted into a bedroom during the emergency.

In the event of a disaster, crucial worker family members should not be taken to our facility, but rather a shelter that is equipped to address their needs. In the event that there is no other option for the family members, they will be set up on the first floor away from patients, in a room that can be converted as a makeshift living space. Food and water will be supplied by the same procedure for patient and crucial working employees.

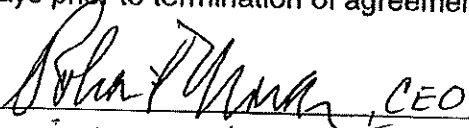
## Mutual Aid Agreement

Upon entering the facility, incoming crucial working employees will be asked to give a list of names for all patients, crucial working employees, and crucial working employee's family that is accompanying them. Crucial working employees that are being sheltered will be required to wear their work badges for identification at all times. Names and pictures from patient face pages will be handed to Wellington Retreat, Inc. DBA: Family Center for Recovery staff for identification purposes of patients being sheltered. Family members of crucial working employees will be asked to wear badges that indicate family members (these will be made as needed in the event of an emergency).

Provisions of food and water will be addressed by adding the patients and crucial working employees to our catering orders received for each meal time. In the event that there is no catering available due to the disaster, the facility maintains enough food and water to supply provisions for 5 days.

All sheltered crucial working employees and patients will be given an emergency preparedness packet upon arrival so they will be informed of operations in the event that the sheltering facility has an emergency situation.

This agreement will be held in effect from 5/13/24 until the date of 5/13/2027, at which time the agreement must either be renewed or terminated. Termination of the contract before the end date must be done in writing and submitted to the other party 30 days prior to termination of agreement.

 Robert P. Wims, CEO FCFR Signature & Title 5/13/24

 William Wims, CEO Host Signature & Title 05/10/24

Both parties above are in agreement with the Mutual Aid agreement terms as described in the above forthcoming document.

W Midway Rd, Fort Pierce, X Q

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*Admin P&P 4.0 Part 2: Hurricane Policy*

|  |                          |   |
|--|--------------------------|---|
| NEW HORIZONS OF THE TREASURE COAST, INC. | Volume# 1                | Section E                               |
| POLICIES AND PROCEDURES                  | Administration           | Risk Management                         |
| Policy #: 4 Part 2                       | Effective Date: 02/01/05 | Date of Latest Revision: March 15, 2023 |
| Subject: Hurricane Policy                |                          |   |

**PURPOSE:** To provide guidance, policy, and procedures during a hurricane disaster.

**POLICY:** It is the policy of New Horizons of the Treasure Coast, Inc. (NHTC) to provide a plan to be utilized in the event of a natural or other disaster and to abide by the St. Lucie County Hurricane Preparedness Plan for all hurricane preparedness.

**PROCEDURES:**

1. The St. Lucie County Hurricane Preparedness Plan is included as part of the Safety and Disaster Plan and is maintained in this policy. The Code for the initiation of this plan is "Code Orange".
2. The Midway Road facility has been designated as the Primary Command and Control Center for all internal/external disaster emergencies and training drills. The Okeechobee Outpatient facility is designated as the Alternate Command and Control Site. The Staff Notification Emergency Call List will be used for all emergency notifications and will be updated on a quarterly basis.
3. The Midway Road Inpatient Programs (ASU, SRT, Screening and Assessment, Detox, IR, CCSU and TGH) will only evacuate upon direction from the Public Safety Office. The Midway Road Inpatient Programs will comply with and follow the Hurricane Watch, Hurricane Warning Evacuation Checklist. All other Programs and Administration will comply with the Administration and Outpatient Checklist.
4. During Severe Weather Warnings, e.g., Thunderstorms, Tornados Warnings, Heavy Winds/Rain, as well as any threatening emergencies, periodic notifications will be disseminated by the Safety Coordinator and Facilities Manager. Upon any impending threat, the Safety Coordinator and CEO will convene to include affected Program Managers and make a decision to close or evacuate any of the facilities.
5. When the CEO issues the directive to close Outpatient facilities, voice mail messages will be changed at each outpatient facility to notify callers of the closing due to an impending disaster. All voice mail/answering machine messages will state "Due to the threat of Hurricane (Name of Hurricane), this office will be closed until further notice. If this is an emergency, please dial 911 for assistance".
6. When facilities are given the directive to be closed due to a Hurricane Warning or other disaster, non-essential staff not directly involved in securing and manning the facilities will be granted Administrative Leave, up until the news media reports that the Warning has been lifted. Administrative Leave will not exceed three (3) workdays (24 hours total). Staff must report to work as soon as the Warning has been lifted to relieve and/or assist other staff that worked through the emergency and to prepare the facilities to proceed with normal business operations. If the Warning is lifted during the time when staff is normally scheduled for work and there is at least three (3) hours left on the shift, employees MUST report for work.
7. In the event that an employee is unable to report to work because they have been directly affected by the disaster, they MUST make every effort to contact their immediate

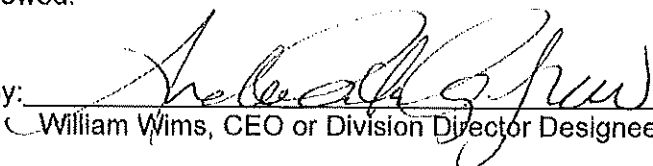
**Admin P&P 4.0 Part 2: Hurricane Policy**

- supervisor and obtain approval for Paid Time Off (PTO). In the event an employee has not accrued sufficient leave, they will be placed on Leave Without Pay status.
8. Employees who are directly involved in securing and manning the facilities after the directive has been given to close will be credited Administrative Leave equal to the amount granted non-essential staff, but in any event will not exceed three (3) workdays (24 hours total).
  9. Use of this leave must be coordinated with the employee's supervisor and must be used **within 30 days** after the disaster.
  10. The CEO may authorize the use of Administrative Leave for employees who are affected by disasters (such as severe flooding) occurring in specific geographic areas, but which do not necessarily affect the Agency's entire service area. Disasters of this type will be addressed on a case-by-case basis.
  11. **Training and Drills:**
    - a. The Safety Coordinator will conduct annual emergency disaster drills.
    - b. Program Managers are responsible for ensuring staff are in compliance with Agency protocol by supporting the Safety Coordinator regarding drill training. This includes:
      - Training of Staff.
      - Ensure staff are provided adequate time to read the Safety and Disaster Plan and sign off on the Plan's sign off sheet as specified by NHTC Policy and Procedures.

**DOCUMENTS:**

Disaster Checklist  
 7-Day Emergency Menu Inventory  
 St. Lucie County Hurricane Preparedness Plan

Dates Reviewed:

Approved By:  3/15/23  
 William Wims, CEO or Division Director Designee Date

Dates Reviewed:

|          |          |          |          |          |          |
|----------|----------|----------|----------|----------|----------|
| 10/13/06 | 10/05/07 | 10/06/08 | 03/01/10 | 10/31/11 | 11/30/12 |
| 12/30/13 | 01/15/15 | 01/20/16 | 01/13/17 | 01/18/18 | 02/28/19 |
| 01/30/20 | 02/01/21 | 11/22/22 | 03/15/23 | 03/25/24 |          |

**Admin P&P 5.0 Part 2: Tornado and Severe Weather**

|  |                 |                          |
|--|-----------------|--------------------------|
| NEW HORIZONS OF THE TREASURE COAST, INC. | Volume# 1       | Section E                |
| POLICIES AND PROCEDURES                  | Administration  | Risk Management          |
| Policy #: 5.0 Part 2                     | Effective Date: | Date of Latest Revision: |
| Subject: Tornado and Severe Weather      | 02/01/05        | March 15, 2023           |

**PURPOSE:** To provide employees, clients, volunteers, and visitors with guidance in the event of a Tornado Warning.

**POLICY:** It is the policy of New Horizons of the Treasure Coast, Inc. (NHTC) to establish an action plan in the event of a Tornado or Severe Weather Warning.

**PROCEDURES:**

**1. TORNADO OR SEVERE WEATHER WATCH & WARNING:**

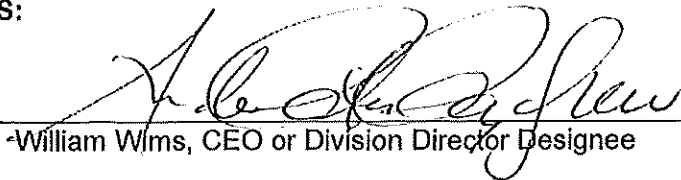
- a. A Tornado or Severe Weather WATCH will be issued by the National Weather Service through the NOAA Radio System (Refer to Policy & Procedure #3) when conditions are favorable for the development of tornadoes or severe thunderstorms.
- b. The code for a Tornado or Severe Weather WATCH is "CODE ORANGE". All locations should review procedures and be prepared to implement if a WARNING is issued.
- c. Take shelter if threatening weather is approaching. There may be no time for an official warning.
- d. A Tornado or Severe Weather WARNING will be issued by the National Weather Service through the NOAA Radio System. A WARNING is issued when a tornado or severe thunderstorm has been detected.

**2. TORNADO OR SEVERE WEATHER SAFETY:**

- a. If Danger of a Tornado or Severe Weather appears imminent - Initiate Code Orange, then,
- b. Cease transporting or driving any vehicle and seek shelter inside at a Minimum.
- c. Move clients, employees, and visitors to inside areas for maximum safety.
- d. Line up in the interior hallways, away from windows. Do not open windows. Count clients, visitors, and staff.
- e. Instruct all individuals to sit on the floor with their backs to a wall or under tables and desks where possible. Instruct all individuals to place knees and arms covering the back of head and neck. Try to retain this position for the duration of the storm.
- f. When the tornado has abated, the Facilities Manager and Safety Coordinator will conduct a safety inspection of buildings and grounds and notify the CEO of all facility conditions. The CEO, or designee, will declare the ALL CLEAR. Normal Agency operations will resume upon the direction of the CEO.

**DOCUMENTS:**

Approved By:

  
 -William Wims, CEO or Division Director Designee

3/15/23  
 Date

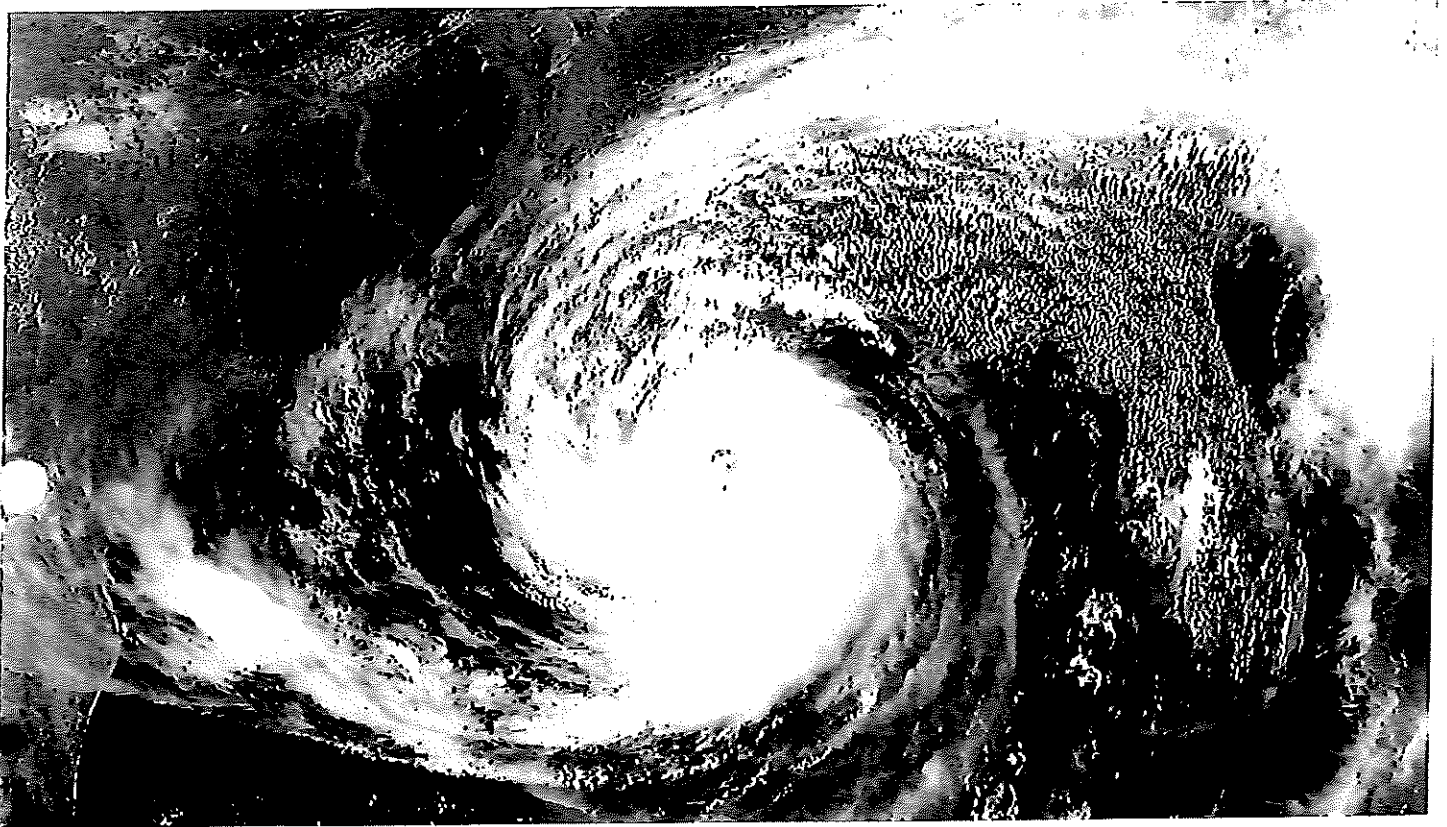
*Admin P&P 5.0 Part 2: Tornado and Severe Weather*

Dates Reviewed:

|          |          |          |          |          |          |
|----------|----------|----------|----------|----------|----------|
| 10/13/06 | 10/05/07 | 03/01/10 | 10/31/11 | 11/30/12 | 12/30/13 |
| 03/24/14 | 01/15/15 | 01/20/16 | 01/13/17 | 01/18/18 | 02/28/19 |
| 01/30/20 | 02/01/21 | 11/22/22 | 03/15/23 | 03/25/24 |          |



# Tropical Cyclones



*Hurricane Isaac, August 28, 2012/NOAA*

## A PREPAREDNESS GUIDE

U.S. DEPARTMENT OF COMMERCE  
National Oceanic and Atmospheric Administration  
National Weather Service

Revised April 2013



**FEMA**



**American  
Red Cross**

# What is a Tropical Cyclone?

Tropical cyclones are among nature's most powerful and destructive phenomena. If you live in an area prone to tropical cyclones, you need to be prepared. Even areas well away from the coastline can be threatened by destructive winds, tornadoes and flooding from these storms. How great is the danger? For 1970-2010, the average numbers per year were as follows:

- Atlantic Ocean, Caribbean or Gulf of Mexico: 11 tropical storms, 6 of which became hurricanes
- East Pacific Ocean: 15 tropical storms, 8 of which became hurricanes
- Central Pacific Ocean: 4 tropical storms, 2 of which became hurricanes

Over a typical 2-year period, the U.S. coastline is struck by an average of 3 hurricanes, 1 of which is classified as a major hurricane.

While hurricanes pose the greatest threat to life and property, tropical storms and depressions also can be devastating. Floods from heavy rains and severe weather, such as tornadoes, can cause extensive damage and loss of life. For example, Tropical Storm Allison produced over 40 inches of rain in the Houston area in 2001, causing about \$5 billion in damage and taking the lives of 41 people.

Tropical cyclones forming between 5 and 30 degrees North latitude typically move toward the west. Sometimes the winds in the middle and upper levels of the atmosphere change and steer the cyclone toward the north and northwest. When tropical cyclones reach latitudes near 30 degrees North, they often move northeast. Hurricane seasons and their peaks are as follows:

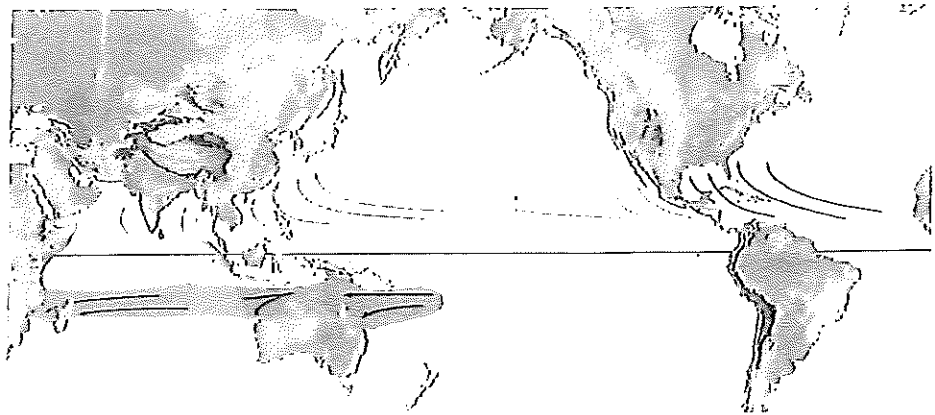
- Atlantic and Caribbean: Jun. 1 to Nov. 30 with peak mid-August to late October.
- Central Pacific (Hawaii): Jun. 1 to Nov. 30 with peak from July to September.
- East Pacific: May 15 to November 30
- Western North Pacific: Tropical cyclones can strike year round

## Understanding the Terminology

A tropical cyclone is a rotating, organized system of clouds and thunderstorms that originates over tropical or subtropical waters and has a closed low-level circulation. Tropical cyclones rotate counterclockwise in the Northern Hemisphere.

- Tropical Depression—A tropical cyclone with maximum sustained winds of 38 mph (33 knots) or less.
- Tropical Storm—A tropical cyclone with maximum sustained winds of 39 to 73 mph (34 to 63 knots).
- Hurricane—A tropical cyclone with maximum sustained winds of 74 mph (64 knots) or higher. In the western North Pacific, hurricanes are called typhoons; similar storms in the Indian Ocean and South Pacific Ocean are called cyclones.
- Major Hurricane—A tropical cyclone with maximum sustained winds of 111 mph (96 knots) or higher, corresponding to a Category 3, 4 or 5 on the Saffir-Simpson Hurricane Wind Scale.

A Post-Tropical Cyclone is a system that no longer possesses sufficient tropical characteristics to be considered a tropical cyclone. Post-tropical cyclones can still bring heavy rain and high winds.



*Tropical cyclone formation regions with mean tracks/NWS JetStream Online School*

# Saffir-Simpson Hurricane Wind Scale

The Saffir-Simpson Hurricane Wind Scale is a 1 to 5 rating based on a hurricane's sustained wind speed. This scale estimates potential property damage. Hurricanes reaching Category 3 and higher are considered major hurricanes because of their potential for significant loss of life and damage. Category 1 and 2 storms are still dangerous, however, and require preventative measures. In the western North Pacific, the term "super typhoon" is used for tropical cyclones with sustained winds exceeding 150 mph.

## Saffir-Simpson Hurricane Wind Scale for the Continental United States

| Scale Number (Category) | Sustained Winds (MPH) | Types of Damage Due to Hurricane Winds  | Hurricanes  |
|-------------------------|-----------------------|---|---|
| 1                       | 74-95                 | Very dangerous winds will produce some damage: Well-constructed frame homes could have damage to roof, shingles, vinyl siding and gutters. Large branches of trees will snap and shallowly rooted trees may be toppled. Extensive damage to power lines and poles likely will result in power outages that could last a few to several days.  | Dolly (2008) on South Padre Island, Texas               |
| 2                       | 96-110                | Extremely dangerous winds will cause extensive damage: Well-constructed frame homes could sustain major roof and siding damage. Many shallowly rooted trees will be snapped or uprooted and block numerous roads. Near-total power loss is expected with outages that could last from several days to weeks.  | Frances (2004) in coastal Port St. Lucie, Florida       |
| 3                       | 111-129               | Devastating damage will occur: Well-built framed homes may incur major damage or removal of roof decking and gable ends. Many trees will be snapped or uprooted, blocking numerous roads. Electricity and water will be unavailable for several days to weeks after the storm passes.   | Ivan (2004) in coastal Gulf Shores, Alabama             |
| 4                       | 131-156               | Catastrophic damage will occur: Well-built framed homes can sustain severe damage with loss of most of the roof structure and/or some exterior walls. Most trees will be snapped or uprooted and power poles downed. Fallen trees and power poles will isolate residential areas. Power outages will last weeks to possibly months. Most of the area will be uninhabitable for weeks or months. | Charley (2004) in coastal Punta Gorda, Florida          |
| 5                       | >156                  | Catastrophic damage will occur: A high percentage of framed homes will be destroyed, with total roof failure and wall collapse. Fallen trees and power poles will isolate residential areas. Power outages will last for weeks to possibly months. Most of the area will be uninhabitable for weeks or months.  | Andrew (1992) in coastal parts of Cutler Ridge, Florida |



Wind damage from Hurricane Charley, August 2004, Orlando, FL/Orlando Sentinel, copyright 2004

For more information on the Saffir-Simpson Hurricane Wind Scale, go to:  
[www.nhc.noaa.gov/aboutsshs.shtml](http://www.nhc.noaa.gov/aboutsshs.shtml)

For more information on the Saffir-Simpson Hurricane Wind Scale as it affects Hawaii, go to:  
[www.prh.noaa.gov/cphc/pages/aboutsshs.php](http://www.prh.noaa.gov/cphc/pages/aboutsshs.php)

# Hurricane Hazards

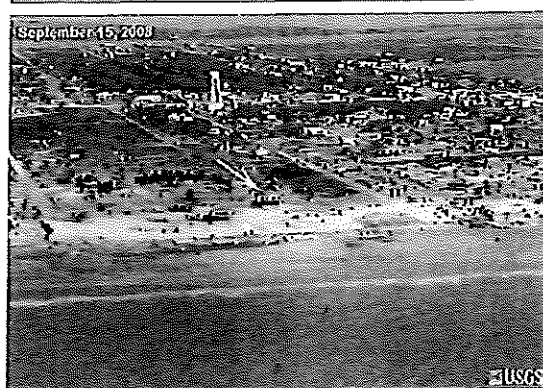
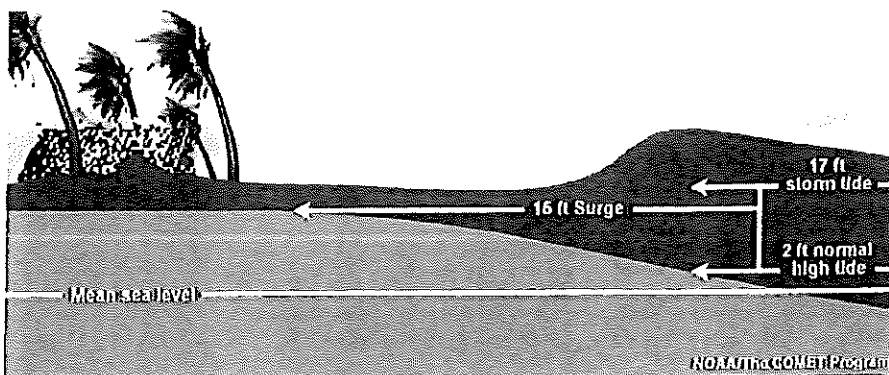
## Storm Surge/Tide

Storm surge and large waves produced by hurricanes pose the greatest threat to life and property along the coast.

**STORM SURGE** is an abnormal rise of water generated by a storm's winds. Storm surge can reach heights well over 20 feet and can span hundreds of miles of coastline. In the northern hemisphere, the highest surge values typically occur in the right front quadrant of a hurricane coincident with onshore flow; in the southern hemisphere, the left front quadrant. More intense and larger hurricanes produce higher surge. In addition, shallower offshore waters contribute to higher storm surge inundation. Storm surge is by far the greatest threat to life and property along the immediate coast.

**STORM TIDE** is the water level rise during a storm due to the combination of storm surge and the astronomical tide. For example, if a hurricane moves ashore at a high tide of 2 feet, a 15 foot surge would be added to the high tide, creating a storm tide of 17 feet. The combination of high winds and storm tide topped with battering waves can be deadly and cause tremendous property damage along an area of coastline hundreds of miles wide.

The destructive power of storm surge and large battering waves can result in loss of life, buildings destroyed, beach and dune erosion and road and bridge damage along the coast. Storm surge can travel several miles inland. In estuaries and bayous, salt water intrusion endangers public health and the environment.



*Before and after Hurricane Ike on the Bolivar Peninsula, TX, September 2008/USGS*

## Historical Storm Tide Events

- 1900: Galveston, TX, hurricane, resulted in more than 8,000 deaths, most by storm tide.
- 1969: Hurricane Camille produced a 24-foot storm tide in Mississippi.
- 1989: Hurricane Hugo generated a 20-foot storm tide in South Carolina.
- 1992: Hurricane Iniki produced a 6-foot storm tide on the island of Kauai in Hawaii.
- 2005: Hurricane Katrina generated a 27-foot storm tide in Mississippi.
- 2008: Hurricane Ike produced a 20-foot storm tide in Texas.

## Tornadoes

Hurricanes and tropical storms can also produce tornadoes. These tornadoes most often occur in thunderstorms embedded in rain bands well away from the center of the hurricane; however, they can also occur near the eyewall. Usually, tornadoes produced by tropical cyclones are relatively weak and short-lived, but they still pose a significant threat.

## Winds

Hurricane-force winds, 74 mph or more, can destroy buildings and mobile homes. Debris, such as signs, roofing material, siding and small items left outside become flying missiles during hurricanes. Winds can stay above hurricane strength well inland. In 2004, Hurricane Charley made landfall at Punta Gorda on the southwest Florida coast and produced major damage well inland across central Florida with gusts of more than 100 mph.



*Hurricane Frances tornado damage, Sumter County, SC, September 2004/Marvin Mauman, FEMA*

Rainfall amounts are not directly related to the strength of tropical cyclones but rather to the speed and size of the storm, as well as the geography of the area. Slower moving and larger storms produce more rainfall. In addition, mountainous terrain enhances rainfall from a tropical cyclone.



*Hurricane Ivan flooding, Asheville, NC, September 2004 /Leif Skoogfors, FEMA*

## Rainfall

Tropical cyclones often produce widespread, torrential rains in excess of 6 inches, which may result in deadly and destructive floods. In fact, flooding is the major threat from tropical cyclones for people living inland. Flash flooding, defined as a rapid rise in water levels, can occur quickly due to intense rainfall. Longer term flooding on rivers and streams can persist for several days after the storm.

## Rip Currents

The strong winds of a tropical cyclone can cause dangerous waves that pose a significant hazard to mariners and coastal residents and visitors. When the waves break along the coast, they can produce deadly rip currents—even at large distances from the storm.

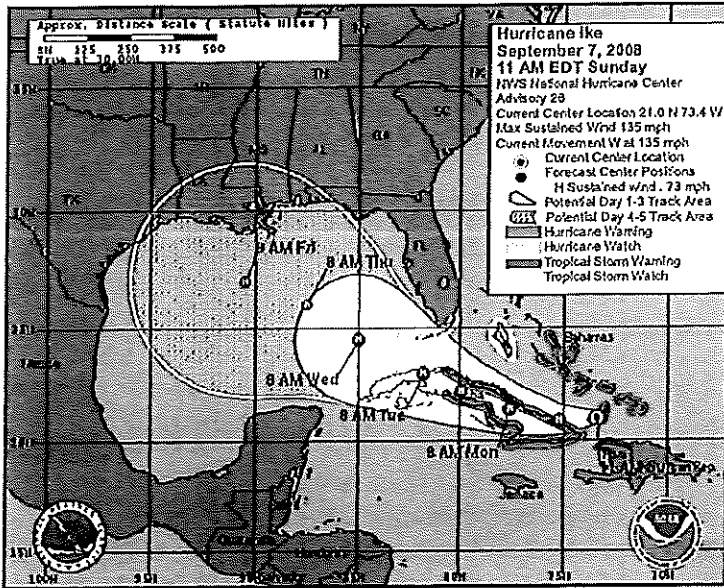
Rip currents are channeled currents of water flowing away from shore, usually extending past the line of breaking waves, that can pull even the strongest swimmers away from shore.

In 2008, despite the fact that Hurricane Bertha was more than a 1,000 miles offshore, the storm resulted in rip currents that killed three people along the New Jersey coast and required 1,500 lifeguard rescues in Ocean City, Maryland, over a 1 week period.

In 2009, all six deaths in the United States directly attributable to tropical cyclones occurred as the result of drowning from large waves or strong rip currents.

# Tropical Cyclone Graphical Products

To convey analysis and forecast information on tropical cyclones, the National Hurricane Center (NHC) and the Central Pacific Hurricane Center (CPHC) produce graphics that provide important information for those who rely on tropical cyclone forecasts. Weather forecasting isn't an exact science. Many of these graphics have been designed to address the inherent uncertainties in tropical cyclone forecasts.

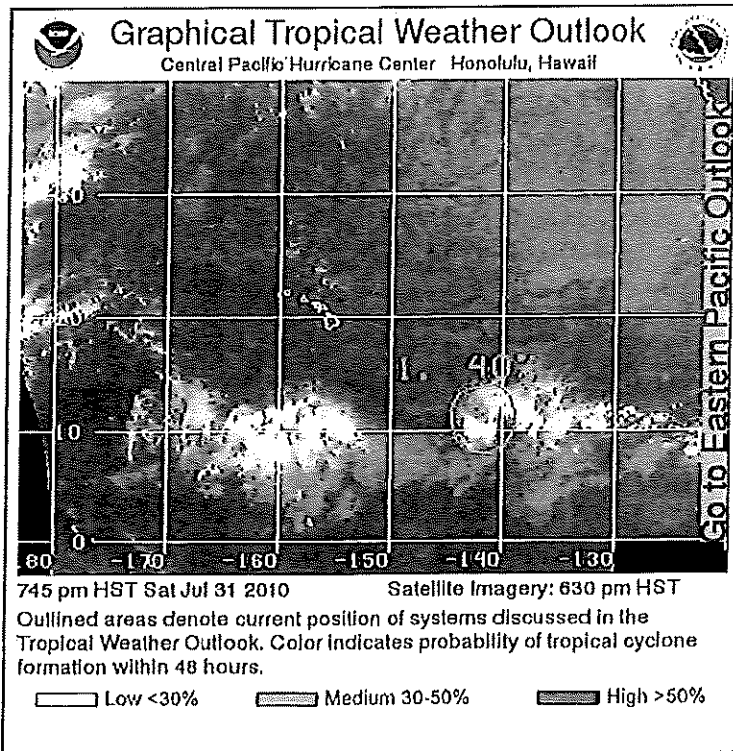


Track Forecast Cone and Watches/Warnings

## Track Forecast Cone and Watches/Warning

This graphic shows coastal areas under a hurricane warning (red), hurricane watch (pink), tropical storm warning (blue), and a tropical storm watch (yellow). The orange circle denotes the current position of the tropical cyclone. The black dots indicate the forecast positions and cyclone classification over the next 5 days.

Forecast errors and uncertainty of the future tropical cyclone center location are accounted for by the track forecast cone. The solid white area denotes the uncertainty for days 1-3. The white stippled area shows the uncertainty for days 4 and 5. On average, the center of the tropical cyclone will remain inside the cone 60%–70% of the time. It is important to remember that a tropical cyclone is not a point and that the associated hazards can extend well outside of the track forecast cone.



Graphical Tropical Weather Outlook

## Graphical Tropical Weather Outlook

This graphic highlights areas of disturbed weather in the tropics and subtropics and assesses the potential for these systems to become tropical cyclones over the next 48 hours. Each disturbance is circled and numbered with an accompanying text description. You also can view the text description by moving your mouse over the circled area. The color of the circles reflect the probability that the system will become a tropical cyclone over the next 48 hours:

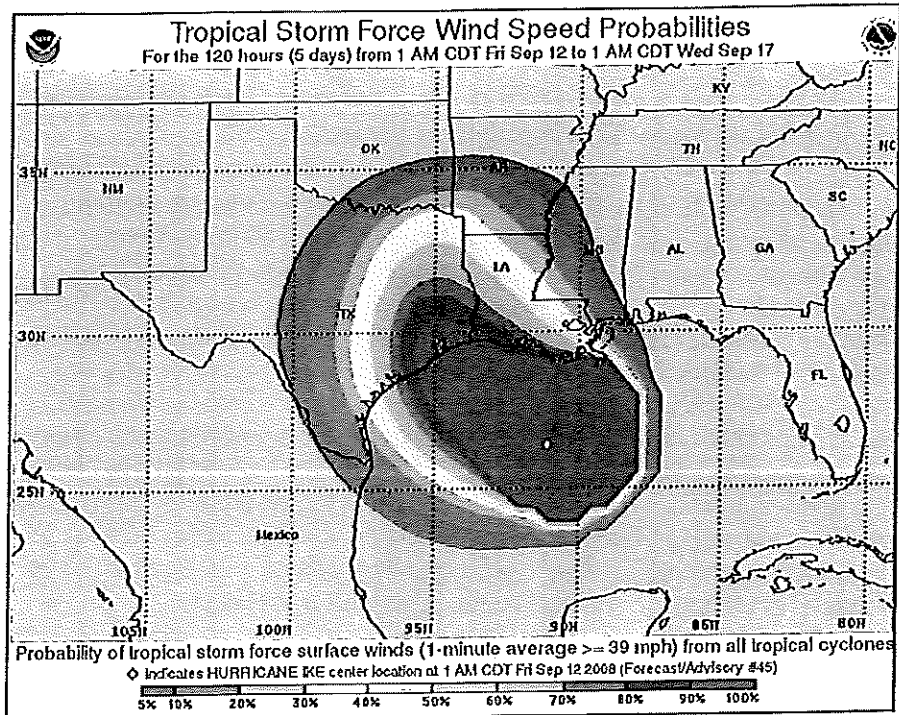
- Yellow: low chance, <30%
- Orange: medium chance, 30%–50%
- Red: high chance, >50%

Active tropical cyclones are depicted on the graphic as an "L" for tropical depressions, a tropical storm symbol, or a hurricane symbol.

## Tropical Cyclone Surface Wind Speed Probabilities

This graphic indicates the chance of locations experiencing at least tropical storm (39 mph or greater) sustained winds over the following 5 days. The graphic is also available at thresholds of 58 mph and 74 mph (hurricane force) sustained winds. The product is unique in that it takes into account uncertainty in the track, peak winds and size of the storm.

This graphic also highlights the fact that tropical cyclone winds can extend well away from the storm's center. It is important to realize that probabilities that seem relatively low may still be quite significant. For example, if a location has a 10% chance of experiencing hurricane force sustained winds, you should prepare for an extreme event. A 1 in 10 chance is too high to ignore.

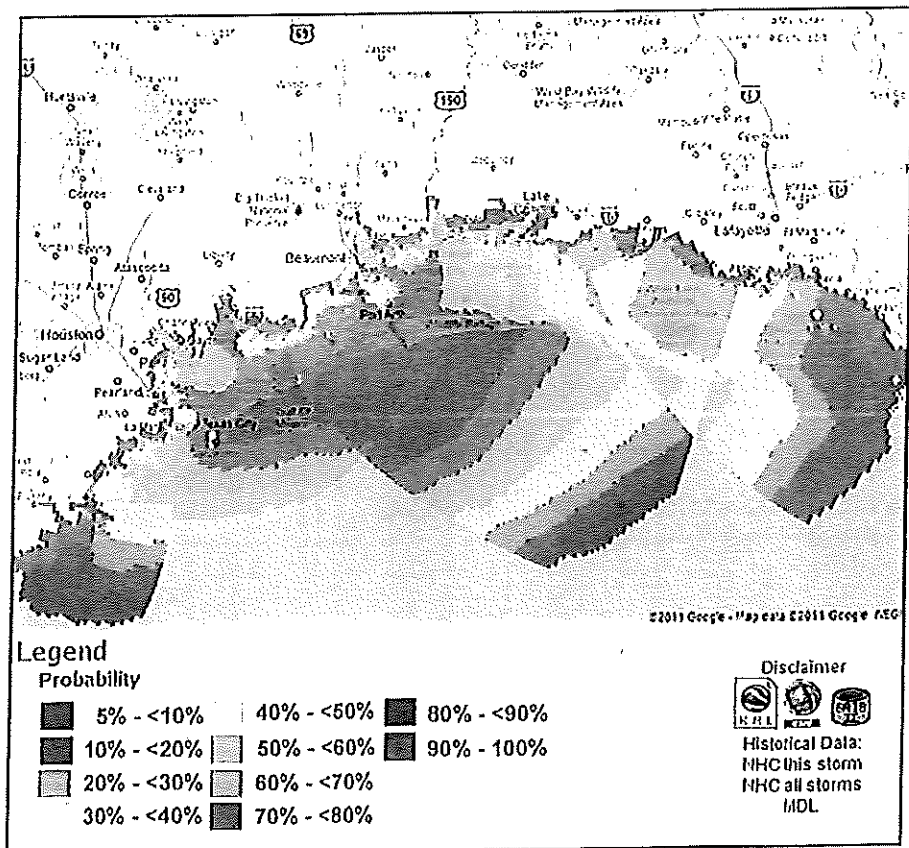


*Tropical Cyclone Surface Wind Speed Probabilities*

## Tropical Cyclone Storm Surge Probabilities

Like surface wind speed probability products, storm surge probability products show the percentage chance of storm surge exceeding various thresholds. The thresholds are available at 1-foot intervals from a minimum of 2 feet to a maximum of 25 feet.

The graphic shows the chance that locations along the Texas and Louisiana coasts would experience a storm surge of at least 8 feet from Hurricane Ike based on the forecast issued at 11 AM EDT on September 12, 2008. The graphic is created from many simulations of the NWS storm surge computer model, and accounts for uncertainty in track, intensity and size.



*Tropical Cyclone Storm Surge Probabilities*

# Ways to Stay Informed

## NOAA Weather Radio All Hazards

The National Weather Service (NWS) continuously broadcasts warning, watches, forecasts and non-weather related hazard information on NOAA Weather Radio All Hazards (NWR). The average range of the 1000+ NWR transmitters is 40 miles, depending on topography. For the best performing NWR receivers, NWS suggests you look at devices certified to Public Alert™ standards.

These radios meet specific technical standards and come with many features such as Specific Area Message Encoding (SAME), a battery backup, both audio and visual alarms, selective programming for the types of hazards you want to be warned for, and the ability to activate external alarm devices for people with disabilities. Similar to a smoke detector, an NWR can wake you up in the middle of the night to alert you of a dangerous situation.



### Current Storm Information

- National Weather Service: [www.weather.gov](http://www.weather.gov)
- National Hurricane Center: [www.nhc.noaa.gov](http://www.nhc.noaa.gov)
- Central Pacific Hurricane Center: [www.prh.noaa.gov/cphc](http://www.prh.noaa.gov/cphc)

### Historical Storm Information

- National Climatic Data Center: [www.ncdc.noaa.gov](http://www.ncdc.noaa.gov)
- NOAA Coastal Services Center: [www.csc.noaa.gov](http://www.csc.noaa.gov)

### Emergency/Preparedness Information

- American Red Cross: [www.redcross.org](http://www.redcross.org)
- FEMA: [www.fema.gov](http://www.fema.gov)

### Mobile NHC and NWS Information

- Mobile NHC website in basic HTML: [www.nhc.noaa.gov/mobile](http://www.nhc.noaa.gov/mobile)
- Mobile NWS website for smartphones: [mobile.weather.gov](http://mobile.weather.gov)
- Mobile NWS website in basic HTML: [cell.weather.gov](http://cell.weather.gov)

### Other Information

- Audio Podcasts: [www.nhc.noaa.gov/audio/index.shtml](http://www.nhc.noaa.gov/audio/index.shtml)
- Geographic Information System Data: [www.nhc.noaa.gov/gis/](http://www.nhc.noaa.gov/gis/)
- NOAA Weather Radio All Hazards: [www.weather.gov/nwr](http://www.weather.gov/nwr)
- Hurricane Tracking Charts: [www.weather.gov/os/hurricane/](http://www.weather.gov/os/hurricane/)

### Facebook

- NHC Facebook Page: [www.facebook.com/US.NOAA.NationalHurricaneCenter.gov](http://www.facebook.com/US.NOAA.NationalHurricaneCenter.gov)
- CPHC/ NWS Honolulu Facebook Page: [www.facebook.com/US.NationalWeatherService.Honolulu.gov](http://www.facebook.com/US.NationalWeatherService.Honolulu.gov)

### Twitter

- Atlantic: [@NHC\\_Atlantic](https://twitter.com/NHC_Atlantic)
- Eastern North Pacific: [@NHC\\_Pacific](https://twitter.com/NHC_Pacific)
- Central Pacific: [@NWSHonolulu](https://twitter.com/NWSHonolulu)
- Storm Surge: [@NHC\\_Surge](https://twitter.com/NHC_Surge)



# What To Listen For

- **HURRICANE WATCH:** An announcement that hurricane conditions (sustained winds of 74 mph or higher) are possible within the specified area in association with a tropical, subtropical, or post-tropical cyclone. Because hurricane preparedness activities become difficult once winds reach tropical storm force, the hurricane watch is issued 48 hours in advance of the anticipated onset of tropical-storm-force winds. During a Watch, prepare your home and review your plan for evacuation in case warnings are issued. Listen closely to instructions from local officials.
- **TROPICAL STORM WATCH:** An announcement that tropical storm conditions (sustained winds of 39 to 73 mph) are possible within the specified area within 48 hours in association with a tropical, subtropical, or post-tropical cyclone. During a Watch, prepare your home and review your plan for evacuations in case warnings are issued. Listen closely to instructions from local officials.
- **HURRICANE WARNING:** An announcement that hurricane conditions (sustained winds of 74 mph or higher) are expected somewhere within the specified area in association with a tropical, subtropical, or post-tropical cyclone. Because hurricane preparedness activities become difficult once winds reach tropical storm force, the hurricane warning is issued 36 hours in advance of the anticipated onset of tropical-storm-force winds. The warning can remain in effect when dangerously high water or a combination of dangerously high water and waves continue, even though winds may be less than hurricane force.
- **TROPICAL STORM WARNING:** An announcement that tropical storm conditions (sustained winds of 39 to 73 mph) are expected somewhere within the specified area within 36 hours in association with a tropical, subtropical, or post-tropical cyclone.
- **EXTREME WIND WARNING:** Extreme sustained winds of a major hurricane (115 mph or greater), usually associated with the eyewall, are expected to begin within an hour. Take immediate shelter in the interior portion of a well-built structure.

Additional Watches and Warnings are issued to provide detailed information on specific threats such as floods and tornadoes. Local National Weather Service offices issue Flash Flood/Flood Watches and Warnings as well as Tornado Warnings.

## National Hurricane Center and Central Pacific Hurricane Center Products

**PUBLIC ADVISORIES** offer critical hurricane watch, warning and forecast information.

**FORECASTS/ADVISORIES** provide detailed hurricane track and wind field information

**PROBABILITIES OF HURRICANE/TROPICAL STORM CONDITIONS** offer locally specific chances of experiencing tropical storm, strong tropical storm and hurricane force winds out to 5 days to better know if one will be impacted and when these conditions may occur.

*Use all of the above information to make an informed decision on your risk and what actions to take. Listen to recommendations of local officials on TV, radio and other media and to NOAA Weather Radio All Hazards for the latest tropical cyclone information.*

## Local National Weather Service Office Products

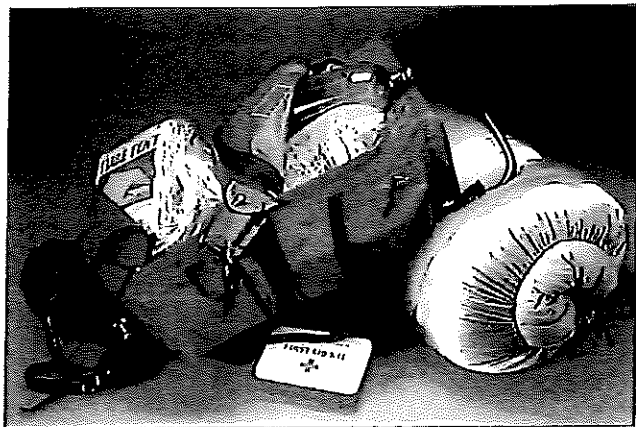
**HURRICANE LOCAL STATEMENTS** give greater detail on how the storm will impact your area.

**NON-PRECIPIATION WEATHER PRODUCTS** provide High Wind Watches and Warnings for inland areas that could experience strong winds.

# Are You Ready?

## Before the Hurricane Season

- ✓ Determine safe evacuation routes inland.
- ✓ Learn locations of official shelters.
- ✓ Check emergency equipment, such as flashlights, generators and battery-powered equipment such as cell phones and your NOAA Weather Radio All Hazards receiver.
- ✓ Buy food that will keep and store drinking water.
- ✓ Buy plywood or other material to protect your home if you don't already have it.
- ✓ Trim trees and shrubbery so branches don't fly into your home.
- ✓ Clear clogged rain gutters and downspouts.
- ✓ Decide where to move your boat.
- ✓ Review your insurance policy.
- ✓ Find pet-friendly hotels on your evacuation route.



FEMA

## During the Storm

### When in a Watch Area...

- ✓ Frequently listen to radio, TV or NOAA Weather Radio All Hazards for official bulletins of the storm's progress.
- ✓ Fuel and service family vehicles.
- ✓ Inspect and secure mobile home tie downs.
- ✓ Ensure you have extra cash on hand.
- ✓ Prepare to cover all windows and doors with shutters or other shielding materials.
- ✓ Check batteries and stock up on canned food, first aid supplies, drinking water and medications.
- ✓ Bring in light-weight objects such as garbage cans, garden tools, toys and lawn furniture.

### When in a Warning Area...

- ✓ Closely monitor radio, TV or NOAA Weather Radio All Hazards for official bulletins.
- ✓ Close storm shutters.
- ✓ Follow instructions issued by local officials. Leave immediately if ordered!
- ✓ Stay with friends or relatives at a low-rise inland hotel or at a designated public shelter outside the flood zone.
- ✓ DO NOT stay in a mobile or manufactured home.
- ✓ Notify neighbors and a family member outside of the warned area of your evacuation plans.
- ✓ Take pets with you if possible, but remember, most public shelters do not allow pets other than those used by people with disabilities. Identify pet-friendly hotels along your evacuation route.

### Plan to Leave if You...

- ✓ Live in a mobile home. They are unsafe in high winds no matter how well fastened to the ground.
- ✓ Live on the coastline, an offshore island or near a river or a flood plain.
- ✓ Live in a high rise building. Hurricane winds are stronger at higher elevations.

## If Staying in a Home...

- ✓ Turn refrigerator to maximum cold and keep it closed.
- ✓ Turn off utilities if told to do so by authorities.
- ✓ Turn off propane tanks.
- ✓ Unplug small appliances.
- ✓ Fill bathtub and large containers with water in case clean tap water is unavailable. Use water in bathtubs for cleaning and flushing only. Do NOT drink it.

## If Winds Become Strong...

- ✓ Stay away from windows and doors, even if they are covered. Take refuge in a small interior room, closet or hallway.
- ✓ Close all interior doors. Secure and brace external doors.
- ✓ If you are in a two-story house, go to an interior first floor room.
- ✓ If you are in a multi-story building and away from water, go to the 1st or 2nd floor and stay in the halls or other interior rooms away from windows.
- ✓ Lie on the floor under a table or other sturdy object.

## Be Alert For...

- ✓ Tornadoes—they are often spawned by hurricanes.
- ✓ The calm "eye" of the storm—it may seem like the storm is over, but after the eye passes, the winds will change direction and quickly return to hurricane force.



American Red Cross

## What to Bring to a Shelter

### What to Bring to a Shelter

- First-aid kit
- Medicine, prescriptions
- Baby food and diapers
- Games, books, music players with headphones
- Toiletries
- Battery-powered radio and cell phone
- Flashlights
- Extra batteries
- A blanket or sleeping bag for each person
- Identification
- Copies of key papers such as insurance policies
- Cash, credit card

**REMINDER: If you are told to leave your home, do so immediately!**

## After the Storm

- ✓ Keep listening to radio, TV or NOAA Weather Radio All Hazards.
- ✓ Wait until an area is declared safe before entering.
- ✓ Watch for closed roads. If you come upon a barricade or a flooded road, Turn Around Don't Drown!<sup>TM</sup>
- ✓ Stay on firm, dry ground. Moving water only 6 inches deep can sweep you off your feet. Standing water may be electrically charged from power lines.
- ✓ Never use a generator indoors.
- ✓ Avoid weakened bridges and washed out roads.
- ✓ Once home, check gas, water and electrical and appliances for damage.
- ✓ Use a flashlight to inspect damage. Never use candles and other open flames indoors.
- ✓ Wear proper shoes to prevent cutting feet on sharp debris.
- ✓ Do not drink or prepare food with tap water until officials say it is safe.
- ✓ Avoid electrocution by not walking in areas with downed power lines.



# Family Emergency Plan

Everyone needs to be prepared for the unexpected. You, as well as your family and friends, will most likely not be together when disaster strikes. How will you find each other? Will you know if your children or parents are safe? You may have to evacuate or be confined to your home. What will you do if water, gas, electricity or phone services are shut off?

## Steps to Take

- I **Gather information about hazards.** Contact your local National Weather Service office, emergency management office and American Red Cross chapter. Find out what type of emergencies could occur and how you should respond. Learn your community's warning signals and evacuation plans. Assess your risks and identify ways to make your home and property more secure.
- II **Meet with your family to create an emergency plan.** Pick two places to meet: a spot outside your home for an emergency, such as fire, and a place away from your neighborhood in case you can't return home. Choose an out of state friend as your family's point of contact for everyone to call if the family gets separated. Discuss what you would do if advised to evacuate.
- III **Implement your plan.**
  1. Post emergency telephone numbers by the phone.
  2. Install safety features in your house, such as smoke alarms and fire extinguishers.
  3. Inspect your home for items that can move, fall, break or catch fire and correct them.
  4. Have your family learn basic safety measures, such as CPR and first aid, how to use a fire extinguisher, and how and when to turn off water, gas and electricity in your home.
  5. Teach children how and when to call 911 or your local emergency number.
  6. Keep enough supplies in your home for at least 3 days. Assemble an emergency supplies kit. Store these supplies in sturdy, easy-to-carry containers, such as backpacks or duffle bags. Keep important documents in a waterproof container. Keep a smaller emergency supplies kit in the trunk of your car.

### An Emergency Supplies Kit Should Include:

- |   |  |  |
|---|--|--|
| ✓ At least a 3-day supply of water (one gallon per person, per day) | ✓ One blanket or sleeping bag per person   | ✓ Extra set of car keys  |
| ✓ At least a 3-day supply of non-perishable food                    | ✓ First-aid kit                            | ✓ Credit card and cash   |
| ✓ At least, one change of clothing and shoes per person             | ✓ Battery-powered NWR and a portable radio | ✓ Special items for infant, elderly or disabled family members |
|   | ✓ Emergency tools                          | ✓ Prescription and non-prescription medicines                  |
|   | ✓ Flashlight, extra batteries              |  |

- IV **Practice and maintain your plan.** Ensure your family knows meeting places, phone numbers and safety rules. Conduct drills. Test your smoke detectors and NWR monthly and change the batteries at least once each year. Test and recharge your fire extinguisher(s) according to manufacturer's instructions. Replace stored water and food every 6 months.

*Safety and preparedness material is online at:*

Federal Emergency Management Agency: [www.ready.gov](http://www.ready.gov)

American Red Cross: [www.redcross.org](http://www.redcross.org)

NOAA National Weather Service: [www.weather.gov/safety.php](http://www.weather.gov/safety.php)



# HURRICANE AND EMERGENCY PREPAREDNESS QUICK GUIDE

This guide is best kept in your emergency supply toolkit and reviewed annually with your family for emergency planning purposes. The best time to begin hurricane preparations is prior to the start of hurricane season, which begins on June 1. Residents are encouraged to sign up in advance for the **First Call Emergency Notification**. You will find a link to this system and a wealth of other emergency preparedness information on the city's Emergency Management Web page, [www.cityofpsl.com/em](http://www.cityofpsl.com/em).

## HELPFUL CONTACT INFORMATION

### City of Port St. Lucie

|                             |                |
|-----------------------------|----------------|
| Animal Control              | (772) 871-5042 |
| Emergency Operations Center | (772) 344-4009 |
| Police (Non-emergency)      | (772) 871-5000 |
| Port St. Lucie Info         | (772) 873-6397 |
| Engineering/Public Works    | (772) 871-5100 |
| Utility Systems             | (772) 873-6400 |
| Waste Pro (Trash)           | (772) 595-9390 |

### St. Lucie County

|                   |                |
|-------------------|----------------|
| Fire District     | (772) 621-3400 |
| Health Department | (772) 462-3800 |
| Mosquito Control  | (772) 462-1695 |
| Public Safety     | (772) 462-8100 |

### State of Florida

|                      |                |
|----------------------|----------------|
| Emergency Info Line  | (800) 342-3557 |
| Emergency Management |                |
| Non-emergencies      | (850) 413-9900 |
| Emergencies          | (800) 320-0519 |

### 24-Hour Radio Stations

|                         |                |
|-------------------------|----------------|
| WQCS – FM (88.9)        | (772) 465-8989 |
| WPSL – AM (1590)        | (772) 340-1590 |
| WJNX – AM (1330)        | (772) 464-1330 |
| La Gigante (En Español) |                |

### Power Outage Information

|   |  |
|---|--|
| Florida Power & Light<br>(downed wires) | (800) 468-8243   |
| Power Outage Tracker                    | <a href="http://www.fplmaps.com">www.fplmaps.com</a>         |
| Twitter                                 | @insideFPL   |
| Customer Service                        | <a href="http://www.fpl.com/contact">www.fpl.com/contact</a> |

## EMERGENCY PREPAREDNESS CHECKLIST/SURVIVAL KIT

- Three-day supply of food (canned and dried goods are recommended)
- Batteries
- Battery-operated radio, with weather band
- Bleach (household, unscented) to purify drinking water (8 drops per gallon)
- Can opener (manual)
- Containers to store drinking water (1 gallon per person a day)
- Copies of important documents
- Disposable eating utensils
- Duct tape
- Emergency contact numbers
- Evacuation map
- Fill gas tanks (vehicles and storage containers)
- Fire extinguisher
- First-aid kit (bandages, gauze, scissors, rubbing alcohol)
- Flashlight (1 per person with spare batteries for each)
- Gas grill or sterno stove with extra fuel (do not use indoors)
- Hand tools (hammer, nails, ax, knife, handsaw)
- Hygiene and personal care items
- Matches
- Medicine dropper (for bleach)
- Mosquito repellent
- Prescription medicine (three-day supply)
- Trash bags (large plastic)

Visit the city's Emergency Management website  
[www.cityofpsl.com/em](http://www.cityofpsl.com/em)  
for comprehensive preparedness information



@CityPortStLucie



CityPortStLucie

## AS A STORM APPROACHES (24-48 HOURS)

- Check your emergency supplies
- Secure all windows, doors, and garage doors with plywood, shutters, protective covers, or bracing
- Make sure vehicles have a full tank of fuel
- Review evacuation routes
- Leave swimming pools filled and cover pump, filtration systems and intakes
- Have extra cash on hand
- Secure outdoor lawn furniture, trash cans, etc.
- Visit the city's website, [www.cityofpsl.com](http://www.cityofpsl.com), or call (772) 873-NEWS (6397) to stay informed
- Tune into 88.9 FM for local emergency management updates

## RIDING OUT THE STORM

### Sheltering in place

- Fill bathtub and large containers with water and use for cleaning and flushing only. Do NOT drink.
- Turn refrigerators and freezers to maximum cold and open only when necessary
- Stay away from windows and doors, even if they are shuttered
- Be alert for tornadoes which often are spawned by hurricanes
- If the eye of the storm passes over your area, be aware that improved weather conditions are temporary and that storm conditions will return
- Have a battery-powered radio and flashlight on hand
- Do not operate charcoal grills, propane camping stoves or generators indoors

### Evacuation

If you are concerned with the structural integrity of your dwelling, then you should evacuate or seek public shelter. If you are in a well-built home and not in an evacuation zone, the best option is often to secure your residence, and shelter in place. Residents who live in mobile homes or in storm surge areas should always evacuate to a public shelter

or stay with relatives or friends. If you are elderly or have special needs or health concerns, you should evacuate. The Special Needs Shelter for all residents is located at the St. Lucie County Fenn Center. Make sure to pre-register with the county's Department of Public Safety at (772) 462-8100.

## AFTER THE STORM

- If you are in a public shelter, remain there until informed by those in charge that it is safe to leave
- Stay at home and avoid unnecessary travel
- Report downed or dangling power lines to FPL at (800) 468-8243
- If power outage occurs, turn off or disconnect appliances and fixtures

### Debris Removal

- Place debris from damage to plants and trees in a separate pile at the edge of the pavement (DO NOT bag or bundle)
- Place debris from damaged structures (screen enclosures, roof tiles, gutters) in a separate pile (NO floor tiles, appliances, fixtures, furniture or clothing)
- Place normal household waste in plastic bags and then in a garbage can curbside
- Don't mix items from debris categories (mixed debris may cause your pickup to be delayed)
- Contact Waste Pro only for questions about household waste collection

### Points of Distribution (PODs)

- PODs are points of distribution for food and water after a hurricane
- PODs will open as soon as supplies become available so tune to your local radio and TV stations for updates
- The city has two POD locations: the City Center, 9221 S.E. Civic Center Pl. and McChesney Park, 1585 S.W. Cashmere Blvd.
- Stay informed to find out about POD openings/closings

### Water and Wastewater Systems

- Conserve water use during and after severe storms or hurricanes
- A precautionary boil water advisory may be issued by a public utility after a severe hurricane until the utility can verify the integrity of its water supply system
- Local residents are served by three distinct water/wastewater utilities:
  - PSL Utility Systems Dept. (772) 873-6400
  - Reserve Utilities (772) 468-4604
  - SLW Services District (772) 340-0220

**For emergencies, dial 911**

**For traffic info, dial 511**

**For non-emergencies, dial 211**

*Admin P&P 6.0 Part 2: Continuity of Operations*

|   |                 |                          |
|---|-----------------|--------------------------|
| NEW HORIZONS OF THE<br>TREASURE COAST, INC. | Volume#1        | Section E                |
| POLICIES AND<br>PROCEDURES                  | Administration  | Risk Management          |
| Policy #: 6.0 Part 2                        | Effective Date: | Date of Latest Revision: |
| Subject: Continuity of<br>Operations        | 01/15/15        | March 15, 2023           |

**PURPOSE:** To provide directions to all staff in the event of an emergency requiring the evacuation of the facility.

**POLICY:** It is the policy of New Horizons of the Treasure Coast, Inc. (NHTC) to ensure operations continue, with minimal disruptions to essential functions, especially during an emergency.

**PROCEDURES:**

1. Following are situations that can potentially lead to activation of the Continuity of Operations Plan due to emergencies or potential emergencies that may affect the ability of NHTC to perform its mission-essential functions from its primary and other essential facilities. This section also provides a general description of actions that will be taken by the Agency to transition from normal operations to Continuity of Operations activation.
2. The following would likely require the activation of a Continuity of Operations Plan:
  - The primary facility or any other essential facility is closed for normal business activities as a result of an event or credible threat of an event that would preclude access or use of the facility and the surrounding area.
  - The area which is the primary facility, or any other essential facility is located is closed for normal business activities as a result of a natural or other disaster.
3. The following would most likely NOT require the activation of a Continuity of Operations Plan:
  - The primary facility or any other essential facility is temporarily unavailable due to sudden emergency such as a fire, bomb threat, or hazardous materials emergency that requires the evacuation of the facility, but only for a short duration that does not impact normal operations.
4. **Notification:** Depending upon the nature and severity of the event requiring activation of the Continuity of Operations Plan, alert and notification will be initiated for:
  - All employees
  - Critical customers (e.g., vendors, stakeholders, emergency response agencies, media, or public/private entities that may provide resource support to the facility).
  - Mutual Aid Agreement Organizations
  - It is during this phase that the transition to alternate operations at the alternate facility begins. However, if the events turn out to be less severe than initially anticipated, activation may terminate and a return to normal operations will take place.
5. The determination of the appropriate alternate facility for relocation will be made at the time of activation by the CEO. This decision will be based on the incident, threat, risk assessments, and execution timeframe.
6. **Review:** In conducting a review of an existing alternate facility to determine its adequacy for supporting the operation of essential functions, the following will be

## *Admin P&P 6.0 Part 2: Continuity of Operations*

considered:

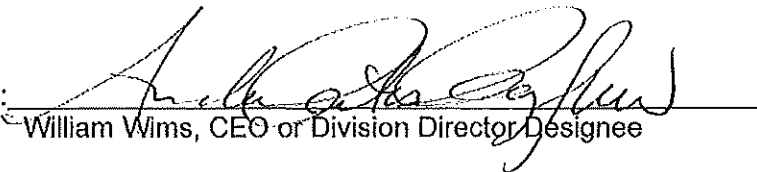
- Ensure that the facility has sufficient space.
  - Ensure that the facility, along with acquired resources, are capable of sustaining operations for performing essential functions for up to 30 days.
  - Ensure that the facility has reliable logistical support services and infrastructure systems.
  - Ensure that the alternate facility is not in the same immediate geographical area as the primary facility, thereby reducing the likelihood that the alternate facility could be impacted by the same incident that impacts the primary facility.
  - Consider the execution of Mutual Aid Agreements that are in place.
7. The CEO and Relocation Team shall ensure that essential functions can continue or resume as rapidly and efficiently as possible during an emergency relocation.
  8. **Transition to Alternate Operations:** Management and staff who are relocated to the selected alternate facility will be the Relocation Team. The Relocation Team must be able to continue operations and perform mission-essential functions for an indefinite period with resource support.
  9. The following are key staff identified as members of the Relocation Team, listed by position title, who will work from the alternate facility:
    - CEO
    - Executive Management Team Facilities Manager
    - Safety Coordinator
  10. Because alternate facility space and support capabilities may be limited, staff may be restricted to those personnel who possess the specific skills and experience needed for the execution of essential functions. The roster may be adjusted by the CEO as necessary.
  11. **Direction and Control:** Lines of succession are maintained by all organizational elements to ensure continuity of essential functions. The CEO will pre-delegate authorities for making policy determinations and decisions. All such pre-delegation will specify what the authority covers, what limits may be placed upon exercising it, who (by title) will have the authority, and under what circumstances, if any, the authority may be delegated.
  12. **Succession Plan:** Authorized successors to the CEO are specified as follows (Collectively and/or Individually):
    - Human Resources Director Officer Chief Information Officer
    - Chief Financial Officer Chief Medical Officer
    - Telecommunications and Information Systems Support
  13. Internal and external communications that will be used within the alternate facilities to communicate with personnel, vendors, stakeholders, emergency response agencies, the media and other agencies/organizations external to the primary or alternate facility will be pre-positioned phone lines and transported cell phones.
  14. Access to critical information systems that are used to accomplish essential functions during normal operations from the primary facility should also be assured at the alternate facility.
  15. In order for these systems to be accessible, connectivity must be in place at the alternate facility and system servers backed up on a daily basis.
    - IT maintains the information systems and ensures that the systems are backed up on a daily basis.
    - IT Department will ensure that connectivity exists at the alternate facility.
    - IT Department will also provide systems technical support.
  16. **Site Support:** Site support responsibilities are those tasks that must be conducted to



**Admin P&P 6.0 Part 2: Continuity of Operations**

ensure the readiness of the alternate facility and the continued functional operation of the facility during the entire duration of any relocation activation. These responsibilities shall be taken by the CEO and Facilities Manager. These responsibilities also include a planned transition back to normal operations once the emergency situation has passed.

**DOCUMENTS:**

Approved By:  3/1/23  
William Wims, CEO or Division Director Designee Date

**Dates Reviewed:**

|          |          |          |          |          |          |
|----------|----------|----------|----------|----------|----------|
| 01/15/15 | 01/20/16 | 01/13/17 | 01/18/18 | 02/28/19 | 01/30/20 |
| 02/01/21 | 11/22/22 | 03/15/23 | 03/25/24 |          |          |



*Admin P&P 7.0 Part 2: Post Disaster Recovery*

|  |                             |  |
|--|-----------------------------|--|
| NEW HORIZONS OF THE TREASURE COAST, INC. | Volume# 1                   | Section E                                  |
| POLICIES AND PROCEDURES                  | Administration              | Risk Management                            |
| Policy #: 7.0 Part 2                     | Effective Date:<br>02/01/05 | Date of Latest Revision:<br>March 15, 2023 |
| Subject: Post Disaster Recovery          |                             |  |

**PURPOSE:** To provide policy and procedures for actions to be taken during a post disaster recovery period.

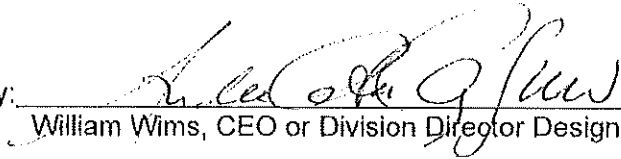
**POLICY:** It is the policy of New Horizons of the Treasure Coast, Inc. (NHTC) that services will return immediately to normal daily operations after a natural or other disaster has occurred.

**PROCEDURES:**

1. During any recovery period, all staff will contact their immediate supervisor or report to their respective place of duty for instructions.
  - a. If the respective place of duty (e.g., office/site) is closed or if there is no way to communicate, staff will report to the Midway Campus at 4500 W. Midway Road, Ft. Pierce, Florida.
  - b. Upon arrival at the Midway Campus, staff will sign in at the Conference Room and wait for further instructions.
  - c. Outpatient staff will report to their respective office, if possible, otherwise report to the Midway Campus.
  - d. All staff are required to REPORT to work.
  - e. Depending on the circumstances, staff may be directed by their supervisor or the Command or Control Center to report to other NHTC locations to assist as needed.
2. NHTC's primary responsibility is the safety of its clients, staff, and facilities. The CEO or designee will immediately designate teams (including clinical and administrative staff) to perform tasks which may include:
  - a. Clean and clear debris.
  - b. Repair minor damages
  - c. Assist the residential units
  - d. Assist Food Service and Housekeeping Departments
  - e. Assist Purchasing Department
  - f. Provide disaster assistance to the community.
3. The teams will be organized and dispatched by a designated Program Manager(s), Safety Coordinator, or other individual(s) responsible for Disaster Recovery. Teams will remain intact until the CEO determines that teams are no longer needed. Staff will be directed to their Program Manager for further instructions.
4. **CRITICAL INCIDENT STRESS DEBRIEFING:** The Agency recognizes that a major part of recovery is the wellbeing of employees affected by the emergency situation. In order to accomplish this, Critical Incident Stress Debriefing will be provided to employees and their families when necessary.

**DOCUMENTS:** N/A

**Admin P&P 7.0 Part 2: Post Disaster Recovery**

Approved By:   
William Wims, CEO or Division Director Designee

03/15/23  
Date

Dates Reviewed:

|          |          |          |          |          |          |
|----------|----------|----------|----------|----------|----------|
| 11/30/12 | 12/30/13 | 01/15/15 | 01/20/16 | 01/13/17 | 01/18/18 |
| 02/28/19 | 01/30/20 | 02/01/21 | 11/22/22 | 03/15/23 | 03/25/24 |

**Admin P&P 2.0 Part 2: Emergency Communication Policy**

|   |                        |                                 |
|---|------------------------|---------------------------------|
| <b>NEW HORIZONS OF THE TREASURE COAST, INC.</b> | <b>Volume# 1</b>       | <b>Section E</b>                |
| <b>POLICIES AND PROCEDURES</b>                  | <b>Administration</b>  | <b>Risk Management</b>          |
| <b>Policy#: 2.0 Part 2</b>                      | <b>Effective Date:</b> | <b>Date of Latest Revision:</b> |
| <b>Subject: Emergency Communication Policy</b>  | <b>02/01/05</b>        | <b>March 15, 2023</b>           |

**PURPOSE:** To establish and delineate the responsibilities and procedures that New Horizons of the Treasure Coast, Inc (NHTC) will use to communicate to staff during All Hazard and Disastrous situations.

**POLICY:** NHTC will maintain an emergency notification roster (communication tree) to be initiated during All Hazard and Disaster situations.

**PROCEDURES:** The President/CEO or designee will initiate the following procedures for communicating with staff during All Hazard and Disaster situations.

1. The primary method of communication shall be the NHTC Emergency Phone Tree. Designated individuals will initiate the communication process.
2. Depending on the type of All Hazards warning or Disaster, a decision will be made regarding staffing, evacuation, facility closings, etc.
3. The master emergency contact list will be established and updated quarterly by the Safety Coordinator. The emergency contact list is sorted by functional groups and specific personnel will serve as group call down communication leaders.

**DOCUMENTS:**

NHTC Emergency Call Roster  
Emergency Contact List

Approved By:  3/15/23  
William Wims, CEO or Division Director Designee Date

**Dates Reviewed:**

|          |          |          |          |          |          |
|----------|----------|----------|----------|----------|----------|
| 10/13/06 | 10/05/07 | 03/01/10 | 10/31/11 | 11/30/12 | 12/30/13 |
| 10/24/14 | 01/20/16 | 01/13/17 | 02/01/18 | 02/28/19 | 08/30/19 |
| 01/30/20 | 01/14/21 | 02/01/21 | 11/22/22 | 03/15/23 | 03/15/24 |



**Admin P&P 1.0 Part 2: Disaster and Emergency Management Preparedness Plan**

|   |                        |                                 |
|---|------------------------|---------------------------------|
| <b>INEW HORIZONS OF THE TREASURE COAST, INC.</b>                    | <b>Volume# 1</b>       | <b>Section E</b>                |
| <b>POLICIES AND PROCEDURES</b>                                      | <b>Administration</b>  | <b>Risk Management</b>          |
| <b>Policy #: 1.0 Part 2</b>   | <b>Effective Date:</b> | <b>Date of Latest Revision:</b> |
| <b>Subject: Disaster and Emergency Management Preparedness Plan</b> | <b>12/30/13</b>        | <b>March 15, 2023</b>           |

**PURPOSE:** To provide employees, clients, and volunteers with guidance in the event of a Disaster or Emergency in the workplace.

**POLICY:** It is the policy of New Horizons of the Treasure Coast, Inc. (NHTC) to establish effective action plans in the event of a Disaster or Emergency in the workplace.

NHTC has written this Disaster and Emergency Management Preparedness Plan to educate and assist employees, should the Agency experience a disaster or emergency in the workplace. The type of information and procedures included in this Plan are based on an assessment of the probability and potential severity of natural and other disasters that may occur within the Agency's geographical service area.

This Plan will address disaster preparedness planning for both external and internal disasters and will specifically address those types of disasters with the highest probability of occurring. This Plan is written to allow flexibility for adaptation to a wide variety of disastrous conditions.

In order to ensure a firm foundation for disaster preparedness, ongoing training of all employees, evaluation and revision are necessary. Maintenance functions of the Plan will include ongoing instruction and training of employees in disaster procedures and scheduling, coordination, and documentation of disaster drills.

**PROCEDURES:**

**1. CONTINGENCY PLANS FOR EXTERNAL DISASTERS:**

- a. **Communications and Command:** In the event an external disaster occurs which destroys or prohibits the continued use of any NHTC facility, the CEO, in conjunction with Facilities Management, will designate a primary alternate assembly point and command post to be announced as the disaster or emergency warrants.
- b. The seriousness of the disaster or emergency will be assessed by the CEO and Facilities Management in conjunction with the Program Manager in charge of the facility at the time of the disaster or emergency. This assessment will be based on information received and through communication with local and/or government officials. If the hazard is considered to be of a serious nature or actual threat to either the community and/or clients of NHTC, all administrative and clinical personnel may be instructed to report to work locations, provided the location is accessible or to an alternate assembly point and command post.
- c. All communications and direction for emergency operations between NHTC and employees and public emergency service personnel will occur from the central

## ***Admin P&P 1.0 Part 2: Disaster and Emergency Management Preparedness Plan***

- facility, or the alternate assembly point as designated above.
- d. The primary individual in charge of disaster operations will be designated by the CEO. If the disaster or emergency is of such magnitude that requires intervention by an outside agency (local, state, or federal), that Agency may assume the control of the communication and command center in order to direct the disaster or emergency operation.
  - e. In any event, the following Disaster Team must report to the Midway Road facility or the designated alternate assembly point and command center, for any external or internal disaster involving NHTC:
    - The CEO
    - Executive Leadership / Senior Leadership Group (Program Managers)
    - Facilities Management / Safety Coordinator Essential Personnel
  - f. Once the above individuals have arrived at the designated scene, information concerning the nature and extent of the disaster will be evaluated, and the degree to which additional help or assistance is required.
  - g. The Disaster Team will evaluate if the facility is safe for both employees and clients (this may be in conjunction with an outside official, e.g., Fire Department, Law Enforcement, Health Department, and other local, state, and federal authorities, etc.).
  - h. Essential personnel will be identified to report and assist.
  - i. The Disaster Team will also determine if an alternate facility can be assigned for clients, the need for transportation of clients and the locations to which clients can be transferred.
  - j. Community resources (local, state, city, and hospitals) will be notified of the emergency situation and the possibility of non-admissions to NHTC.
2. **SCENE RESPONSE:** The Medical Director or his/her designee will evaluate the emergency and provide appropriate client care as required. The Medical Director will begin the process of discharge and transfer of inpatient clients if indicated.
3. **EXTERNAL DISASTER EVACUATION AND TRANSPORTATION:**
- a. All External Disaster evacuations will be directed by the CEO or designee. The CEO will enact the Emergency Call Roster Notification System.
  - b. Essential personnel will report to the Midway Road facility or secondary alternate assembly point as directed by Communications and Command assembly point.
  - c. Non-essential personnel should await reporting instructions from the supervisor.
  - d. Upon notification of a possible evacuation, all NHTC vehicles will be returned to the Communications and Command assembly point to transport clients.
  - e. The transportation of clients from a disaster scene or from a locked facility will be accomplished by using facility vehicles if possible. Additional transport vehicles, if needed, will be requested from private and/or local public safety agencies.
  - f. Voluntary clients may be discharged, if appropriate. Other clients may be reassessed for the least restrictive level of care.
  - g. Involuntary or court ordered clients will be transferred to secure facilities until normal operations resume.
  - h. The agency will ensure inpatient clients will have continuity of care with regards to medication regimes at the new location.
  - i. **Checklist for Emergency Evacuation: CENSUS**
    - **ENSURE THAT ALL CLIENTS ARE ACCOUNTED FOR**
    - Client Medications Client Chart
    - Medication Record Book
    - Personal items such as change of clothing, glasses, toiletries, etc.



**Admin P&P 1.0 Part 2: Disaster and Emergency Management Preparedness Plan**

- Blanket/pillow
- Battery Operated Radio
- Cell Phone Flashlights First Aid Kit
- j. The Agency will make an assessment of all available space within the facility to determine its appropriateness for alternate uses during an emergency.
- k. In addition, NHTC has Mutual Aid Agreements for the temporary transfer of clients with the following Agencies:
  - Drug Abuse Foundation, 3600 Forest Hill Blvd., West Palm Beach, FL
  - South County Mental Health Center, 16158 S. Military Trail, Delray Beach, FL
  - Circles of Care, 400E. Sheridan Rd., Melbourne, FL
- l. NHTC employees will be recalled back to work by the Disaster Team by telephone by their respective department Director/Manager/Supervisor.
- 4. **INTERNAL DISASTER:** The following internal disaster plan is developed and written to take effect in the event the safety and welfare of clients and staff are threatened as a result of fire, explosion, toxic, chemical or any other incident that renders all or any portion of a NHTC facility incapable of functioning in the day-to-day activity of client care or employee safety. This disaster plan will include provisions for dealing with the following types of internal disasters:
  - a. **FIRE:** Fires can occur in facilities despite extensive efforts of prevention. Fire disaster planning is part of the facilities fire safety program. The objective of fire disaster planning is to minimize the chance of fire through inspections and surveillance; establishing and communicating procedures to follow when discovering and reporting a fire; restricting the spread of fire; training on the use of fire extinguishers; procedures for evacuating clients, employees and visitors and maintaining order and standards related to fire safety.
  - b. **FIRE SAFETY:** Refer to Policy and Procedure #13, Section 1. In the event of a fire that renders the facility incapable of functioning due to structural damage, or potential injury or harm to clients and employees, the procedures for external disaster will apply.
  - c. **UTILITY FAILURES:** Utility failures include loss of service of the following systems:
    - Water
    - Loss of Power
    - Heating, Ventilation and Air Conditioning (HVAC)
    - Sewer
    - Alarm Systems
    - Communications
  - d. **GENERAL INSTRUCTIONS FOR UTILITY FAILURE EMERGENCIES:** In the case of any utility failure or utility service that is not of a routine matter and can affect the safety of clients or staff, the following procedures should be implemented:
    - i. Where possible, remove any clients from the area of the problem.
    - ii. Call Facilities Management immediately.
    - iii. Facilities Management will be responsible for alerting the appropriate outside service companies depending upon the type of failure.
    - iv. Facilities Management, in conjunction with the CEO, will determine if the Utility Failure constitutes an emergency evacuation.
- 5. **BOMB THREATS:** It is the policy of NHTC to immediately evacuate all facilities upon receiving a bomb threat. This decision circumvents the calculated risk and gives prime

**Admin P&P 1.0 Part 2: Disaster and Emergency Management Preparedness Plan**

- consideration to the safety of employees and clients. Refer to BOMB THREATS Policy and Procedure #15.
6. **TERRORISM:** Terrorism is defined as any act that is carried out or threatened to be carried out for the purpose of causing chaos, confusion, mayhem, or injuries. It may be for personal reasons or for political/state reasons. These acts may be carried out or threatened by a group or by individual people. These acts may be against people or property.
    - a. Terrorist acts may include the use or threatened use of materials known as Weapons of Mass Destruction. These materials are defined in the following categories: biological, nuclear, incendiary, chemical or explosives.
    - b. Terrorist acts are considered a crime under federal statutes. Any of these acts will ultimately end up with Federal Authorities as the lead agency. However, the initial response will be the responsibility of the facility and local emergency services/law enforcement. The CEO will initiate the response.
    - c. Response to a Terrorist Act, the Agency will initiate an emergency response:
      - i. Make notifications to staff.
      - ii. Set up Incident Command Center.
      - iii. Set up Command Post.
      - iv. Notify outside authorities.
      - v. Notify departments, buildings, and programs of the event, as needed.
      - vi. Conduct assessments of injuries, people affected, and/or physical plant stability and condition.
      - vii. Assure accountability of all clients, staff, and visitors.
      - viii. Provide care of the injured or affected.
      - ix. Clean or stabilize buildings or find alternate facilities.
  7. **SPILLS/LEAKS OF HAZARDOUS MATERIALS:** The following procedures will be followed when a hazardous material spill or a gaseous leak occurs at any NHTC facility:
    - a. Call Facilities Management.
    - b. Provide information on what is leaking or has spilled, and the size of the spill and rate of flow. Facilities Management will bring the Material Safety Data Sheet to the site of the spill.
    - c. Evacuate anyone who is not involved in the spill containment.
    - d. In the event an employee is injured during a hazardous spill or leak, "CODE BLUE" should be activated.
    - e. If indicated, Facilities Management will alert the appropriate outside authorities of the leak or spill.
    - f. Facilities Management will be responsible for dealing with the emergency situation.
  8. **PHYSICAL CONTACT:**
    - For eyes - flush immediately with plenty of water.
    - Seek prompt medical attention.
    - For skin - wash with plenty of soap and water.
    - Ingestion - drink plenty of fluids.
    - Inhalation - remove person to fresh air.
    - Breathing problems may develop from prolonged and repeated exposure.
    - Seek prompt medical attention.
  9. **NOTIFICATION PROCEDURES:** All notifications will be in accordance with the NHTC Internal/External Notification Procedures.
  10. **MEDICATION AND OUTPATIENT UNITS:**
    - a. **Injection Clinic, MAT, and FACT:** At the start of a Hurricane Warning, the

**Admin P&P 1.0 Part 2: Disaster and Emergency Management Preparedness Plan**

injection clinic, MAT, and FACT shall have a 30-day supply of medication readily available for clients, as to continue operations beyond post hurricane status.

- b. **Outpatient:** At the start of a Hurricane Warning, for medication management clients, prescribing staff will ensure that all open active clients have a 30-day prescription available.

**11. PHARMACY, MEDICATIONS, MEDICAL, SUPPLIES, Dietary: For Inpatient Units:**

- a. **Medication:** At the start of a Hurricane Warning, the pharmacy shall make arrangements for Inpatient clients to have medication available for 30 days.
- b. **Supplies:** Designated staff shall have supplies (such as paper, printed documents, and other office supplies) available to maintain operation for 30 days.
- c. **Dietary:** Shall have non-perishable food (food not requiring refrigeration) and a modified menu available for 30 days.

**DOCUMENTS:** None

Approved By:  3/11/23  
 William Wims, CEO or Division Director Designee Date

**Dates Reviewed:**

|          |          |          |          |          |          |
|----------|----------|----------|----------|----------|----------|
| 10/13/06 | 10/05/07 | 03/01/10 | 10/31/11 | 11/30/12 | 12/30/13 |
| 01/15/15 | 01/20/16 | 01/13/17 | 01/01/18 | 02/28/19 | 01/30/20 |
| 04/30/20 | 02/01/21 | 11/22/22 | 03/15/23 | 03/25/24 |          |



**Admin P&P 1.0: Safety and Disaster Procedures Policy**

|   |                        |                                 |
|---|------------------------|---------------------------------|
| <b>NEW HORIZONS OF THE TREASURE COAST, INC.</b>       | <b>Volume# I</b>       | <b>Section E</b>                |
| <b>POLICIES AND PROCEDURES</b>                        | <b>Administration</b>  | <b>Risk Management</b>          |
| <b>Policy #: 1.0 Part 1</b>                           | <b>Effective Date:</b> | <b>Date of Latest Revision:</b> |
| <b>Subject: Safety and Disaster Procedures Policy</b> | <b>02/01/05</b>        | <b>March 15, 2023</b>           |

**PURPOSE:** To provide a safety and disaster plan for clients, employees, volunteers, and visitors.

**POLICY:** It is the intent of New Horizons of the Treasure Coast, Inc. (NHTC) to provide a safe environment for its clients, employees, volunteers and visitors. It is also our intent to properly manage any incidents that occur to minimize injury and other forms of loss. In order for the Agency to achieve its goals, we have developed a workplace safety program and disaster plan outlining the policies and procedures that shall serve as a guide for all employees and volunteers.

While management, the Agency's Safety Coordinator and Safety Committee will be responsible for developing and organizing this program, its success will depend on the involvement of each employee and volunteer.

**PROCEDURES:**

The Safety and Disaster Plan shall serve as a guide to be read by all employees within the first six months of employment.

**DOCUMENTS:**

Safety and Disaster Plan Manual

Approved By:  3/15/23  
 William Wims, CEO or Division Director Designee Date

**Dates Reviewed:**

|          |          |          |          |          |          |
|----------|----------|----------|----------|----------|----------|
| 11/30/12 | 10/01/13 | 01/20/15 | 01/20/16 | 01/13/17 | 02/01/18 |
| 02/28/19 | 02/01/20 | 02/01/21 | 11/22/22 | 03/15/23 | 03/15/24 |



*Admin P&P 5.0: Client Safety*

|   |                 |                          |
|---|-----------------|--------------------------|
| NEW HORIZONS OF THE<br>TREASURE COAST, INC. | Volume# I       | Section E                |
| POLICIES AND<br>PROCEDURES                  | Administration  | Risk Management          |
| Policy#: 5.0 Part 1                         | Effective Date: | Date of Latest Revision: |
| Subject: Client Safety                      | 02/01/05        | March 15, 2023           |

**PURPOSE:** To provide clients a safe and secure environment.

**POLICY:** Clients are entitled to the highest quality of care, which includes a safe environment and personal consideration. In addition to being in an environment where every attempt should be to eliminate accidents, clients should have the comfort of knowing that an accident prevention policy is in force.

**PROCEDURES:**

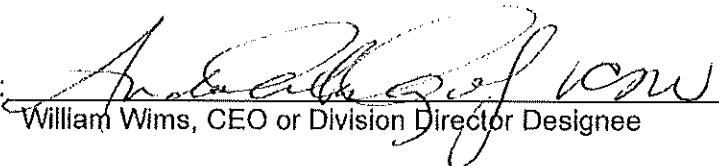
1. Clients are also entitled to know the Agency's regulations and policies that affect them. All clients should be made aware of their contribution to safety and the importance of following the rules.
  - a. Agency regulations on smoking - The use of tobacco and tobacco products (including vaporless cigarettes) is not permitted on any part of the New Horizons Campus and its associated off-site facilities and campuses. (Refer to Policy #33, Tobacco Free Campus). Clients residing in the Transitional Group Home (TGH) and Independence Recovery (IR) are exempt from this policy and have a controlled and designated area where tobacco products may be consumed with supervision.
  - b. The rules and procedures for practice fire drills and practice emergency evacuations that the agency must conduct periodically to meet accreditation and compliance standards. To avoid panic during an actual fire, staff should use discretion when directing clients.
  - c. Signs describing rules and regulations should be clearly worded and prominently posted. Printed instructions should be carefully prepared and presented so that they will be read. Instructions that must be followed quickly and require specific, direct action such as fire evacuation procedures, must be brief and clear.
2. **FALLS:** Clients with a risk of experiencing falls shall be assessed, monitored and cared for in accordance with Nursing/Unit Fall Precaution policies.
3. **ESCORTING, LIFTING AND TRANSPORTING CLIENTS:**
  - a. **ESCORTING:** As a general rule, inpatient clients must be escorted when moved within the facility. Employees are trained and authorized to escort clients.
  - b. **LIFTING:** Staff members should be made aware of their responsibilities in preventing injury to clients and of their duties and obligations to assist other staff members in transferring clients. The rules concerning lifting should be taught to all employees to ensure that clients are lifted safely at all times. In general, staff members should follow these guidelines when moving clients:
    - i. Always check first with the Charge Nurse as to what the client may safely do.
    - ii. Loosen the bedclothes for easier movement, taking care that the client's body is properly covered.
    - iii. Have the client flex his or her knees, if condition permits.

**Admin P&P 5.0: Client Safety**

- iv. Get close to the client being lifted instead of reaching for him or her. Move in and hold the client close.
- v. Place one arm under the client's knees, the other across the client's back under the far shoulder.
- vi. Stand with feet slightly apart to provide a broad base of support for proper balance. Take as much of the strain as possible with the leg muscles, not with the back. Keep the back straight; and bend only at the knees and hips.
- vii. Take a deep breath when about to lift a client.
- viii. Straighten legs to lift, and push with the thigh muscles, not with the spine.
- ix. Shift the position of the feet to turn rather than twisting with the body.
- x. Staff members should keep the following points in mind:
  - Avoid false motions, sudden jerks and pulls. Never pull on the client's muscles or skin.
  - Work in unison, with the client contributing effort, but not permitting the client to over-exert.
  - Be sure to give support to the heavy parts of the client's body. Do not let the client "hang" unsupported.

- 4. **TRANSPORTING:** All Residential Units have a specific policy for transporting clients.
- 5. **CUTS AND PUNCTURES:** All cuts and punctures must be immediately reported to the Charge Nurse for appropriate assessment and treatment.
- 6. **MEDICATION:** Because errors in medication carry grave consequences, and can originate with the order, during preparation, delivery and/or administration of drugs, each staff member should take precautions to ensure that what he or she does is correct. Physicians, nurses, charge nurses and pharmacists shall have precise and fully defined responsibilities that ensure strict control and proper identification of all medications. Under no circumstances, should labels be changed or containers refilled. The medication given must be exactly what is prescribed; only the physician can order a substitution.

**DOCUMENTS:**

Approved By:  3/15/23  
Date  
 William Wims, CEO or Division Director Designee

**Dates Reviewed:**

|          |          |          |          |          |          |
|----------|----------|----------|----------|----------|----------|
| 10/13/06 | 10/05/07 | 03/01/10 | 10/31/11 | 11/30/12 | 10/01/13 |
| 01/20/15 | 01/20/16 | 01/13/17 | 02/01/18 | 02/28/19 | 02/01/20 |
| 02/01/21 | 11/22/22 | 03/15/23 | 03/25/24 |          |          |



*Admin P&P 6.0: Safety for Employees and Volunteers*

|  |                                 |  |
|--|---------------------------------|--|
| NEW HORIZONS OF THE TREASURE COAST, INC.<br><br>POLICIES AND PROCEDURES  | Volume# I<br><br>Administration | Section E<br><br>Risk Management               |
| Policy #: 6.0 Part 1<br><br>Subject: Safety for Employees and Volunteers | Effective Date:<br><br>02/01/05 | Date of Latest Revision:<br><br>March 15, 2023 |

**PURPOSE:** To provide Agency employees and volunteers a safe and secure workplace.

**POLICY:** All New Horizons of the Treasure Coast, Inc. (NHTC) employees, in addition to safeguarding clients and visitors, who are depending on us, will be responsible for their own on-the-job safety by using safe work procedures and techniques.

**PROCEDURES:**

1. **EMPLOYEES:** In this regard, it shall be the responsibility of each employee of NHTC to report all accidents/injuries immediately to their supervisor, know and comply with the safety rules, report all unsafe or hazardous conditions, obey safety signs, smoke only in designated areas, know personal responsibilities in the event of a fire or other disaster and refrain from horseplay. Any employee who is in doubt of his or her role concerning safety in the workplace should discuss this with his/her supervisor immediately.
  - a. **NEW EMPLOYEE HIRING:** Employees selected for employment will be able to shadow with their designated program prior to New Employee Orientation. New Employee Orientation to be completed within 90 days of hire.
  
2. **VOLUNTEERS:** Intern volunteers will attend two (2) days of New Employee Orientation training. All volunteers will participate in all emergency drills when they are on the premises of NHTC.
  - a. **SAFETY DATA SHEETS (SDS):** Because of the seriousness of potential safety and health problems associated with chemical substances, such as cleaning products and solvents used by NHTC in various facilities, it is our policy that all such materials will be identified through an employee hazardous chemical communication program. The purpose of this program will be to comply with the provisions of the OSHA of 1970, by identifying the hazardous chemicals in the workplace. This identification process will include the use of the Safety Data Sheets (SDS) as needed, and a program designed to teach employees using these products how to understand the information sheets. SDS are located in Purchasing and Safety Coordinator's Office and all program areas.

**DOCUMENTS:**  
Safety Data Sheets

Approved By:   
William Wims, CEO or Division Director Designee

3/15/23  
Date

*Admin P&P 6.0: Safety for Employees and Volunteers*

Dates Reviewed:

|          |          |          |          |          |          |
|----------|----------|----------|----------|----------|----------|
| 10/13/06 | 10/05/07 | 10/06/08 | 03/01/10 | 10/31/11 | 11/30/12 |
| 10/01/13 | 01/20/15 | 01/20/16 | 01/13/17 | 02/01/18 | 02/28/19 |
| 02/01/20 | 02/01/21 | 11/22/22 | 03/15/23 | 03/26/24 |          |

**Admin P&P 20.0: Emergency Generator Use and Maintenance**

|  |                 |                          |
|--|-----------------|--------------------------|
| NEW HORIZONS OF THE TREASURE COAST, INC.         | Volume # 1      | Section E                |
| POLICIES AND PROCEDURES                          | Administration  | Risk Management          |
| Policy #: 20.0 Part 1                            | Effective Date: | Date of Latest Revision: |
| Subject: Emergency Generator Use and Maintenance | 02/01/05        | March 15, 2023           |

**PURPOSE:** To establish policy and procedures for the care and maintenance of emergency generators.

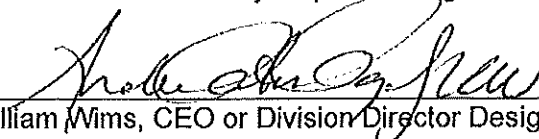
**POLICY:** It is the policy of New Horizons of the Treasure Coast, Inc. (NHTC) to establish guidelines to ensure appropriate operation of facility emergency generators, ensure the safety and security of the facility, and maintain essential lights, power and communications in an emergency.

**PROCEDURES:**

1. In the event of a power failure, the emergency generators will provide power for essential operations. Emergency generators provide backup power to Midway Campus, Detox and CCSU. All electrical outlet covers, and light switch covers that are powered by the emergency generator are color coded RED.
2. **PREVENTATIVE MAINTENANCE:** Emergency generators will be started and run for at least 60 minutes on a weekly basis. During operation, the water temperature, oil pressure, transfer load, A.G. Voltage, A.G. Amps are to be monitored. After the generators have run for one hour, the following is to be checked:
  - a. Oil Level
  - b. Coolant Level
  - c. Battery Level
  - d. Charger Rate
  - e. Daytank/Main Fuel Level
3. Results of these checks will also be recorded in the Generator Log. Any deficiencies will be reported to the Facilities Manager.
4. Maintenance by an outside vendor will be conducted semi-annually and includes:
  - a. Oil filter checked and cleaned or replaced.
  - b. Air filters checked and replaced, as necessary.
  - c. Replacement of parts, as necessary.

**DOCUMENTS:**

Instructions for Generator and Monthly Inspection Log Sheet

Approved By:   
 William Wims, CEO or Division Director Designee

3/15/23  
 Date

**Dates Reviewed:**

|          |          |          |          |          |          |
|----------|----------|----------|----------|----------|----------|
| 10/13/06 | 10/05/07 | 10/06/08 | 03/01/10 | 10/31/11 | 11/30/12 |
|----------|----------|----------|----------|----------|----------|

*Admin P&P 20.0: Emergency Generator Use and Maintenance*

|          |          |          |          |          |          |
|----------|----------|----------|----------|----------|----------|
| 10/01/13 | 01/20/15 | 01/20/16 | 01/13/17 | 02/01/18 | 02/28/19 |
| 02/01/20 | 02/01/21 | 11/22/22 | 03/15/23 | 03/25/24 |          |

# **INSTRUCTIONS** **FOR** **GENERATOR HANG**

1. Turn main "ATS" circuit breaker on South wall to OFF position.
2. Turn all circuit breakers on EMS panel to OFF position.
3. Turn switch OFF on South side of Generator.
4. FLIP switch in transfer panel.
5. Turn ATS circuit breaker back ON.
6. Turn each of the circuit breakers on the EMS panel back ON.
7. Confirm power has been restored to all devices.





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**MONTHLY INSPECTION LOG SHEET**

PROPERTY NAME: NEW HORIZONS OF THE TREASURE COAST, INC.

ENGINE SERIAL NUMBER / LOCATION: MIDWAY 1 - MAIN BUILDING

| DATE: MONTH/DAY/YEAR    | 1 <sup>st</sup> Week | 2 <sup>nd</sup> Week | 3 <sup>rd</sup> Week | 4 <sup>th</sup> Week | 5 <sup>th</sup> Week |
|-------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| UNIT HOURS              |                      |                      |                      |                      |                      |
| OIL LEVEL               |                      |                      |                      |                      |                      |
| COOLANT LEVEL           |                      |                      |                      |                      |                      |
| BATTERY LEVEL           |                      |                      |                      |                      |                      |
| CHARGER RATE            |                      |                      |                      |                      |                      |
| DAYTANK/MAIN FUEL LEVEL |                      |                      |                      |                      |                      |
| RUN GENERATOR/FIRE PUMP |                      |                      |                      |                      |                      |
| WATER TEMP              |                      |                      |                      |                      |                      |
| OIL PRESSURE            |                      |                      |                      |                      |                      |
| TRANSFERRED LOAD        |                      |                      |                      |                      |                      |
| A.C. VOLTAGE            |                      |                      |                      |                      |                      |
| A.C. AMPS               |                      |                      |                      |                      |                      |
| FREQUENCY               |                      |                      |                      |                      |                      |
| ROOM CLEAN              |                      |                      |                      |                      |                      |
| MAIN FUEL TANK EXTERIOR |                      |                      |                      |                      |                      |
| TANK CONTAINMENT        |                      |                      |                      |                      |                      |
| GENERAL VISUAL CHECK    |                      |                      |                      |                      |                      |
| ANY LEAKS               |                      |                      |                      |                      |                      |
| F/P WATER STRAINERS CK  |                      |                      |                      |                      |                      |
|                         |                      |                      |                      |                      |                      |
| INSPECTED BY            |                      |                      |                      |                      |                      |







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**MONTHLY INSPECTION LOG SHEET**

PROPERTY NAME: NEW HORIZONS OF THE TREASURE COAST, INC.

ENGINE SERIAL NUMBER / LOCATION: DETOX UNIT

| DATE: MONTH/DAY/YEAR                     | 1 <sup>st</sup> Week | 2 <sup>nd</sup> Week | 3 <sup>rd</sup> Week | 4 <sup>th</sup> Week | 5 <sup>th</sup> Week |
|--|----------------------|----------------------|----------------------|----------------------|----------------------|
| UNIT HOURS                               |                      |                      |                      |                      |                      |
| OIL LEVEL                                |                      |                      |                      |                      |                      |
| COOLANT LEVEL                            |                      |                      |                      |                      |                      |
| BATTERY LEVEL                            |                      |                      |                      |                      |                      |
| CHARGER RATE                             |                      |                      |                      |                      |                      |
| DAYTANK/MAIN FUEL LEVEL                  |                      |                      |                      |                      |                      |
| RUN GENERATOR/FIRE PUMP                  |                      |                      |                      |                      |                      |
| WATER TEMP                               |                      |                      |                      |                      |                      |
| OIL PRESSURE                             |                      |                      |                      |                      |                      |
| TRANSFERRED LOAD                         |                      |                      |                      |                      |                      |
| A.C. VOLTAGE                             |                      |                      |                      |                      |                      |
| A.C. AMPS                                |                      |                      |                      |                      |                      |
| FREQUENCY                                |                      |                      |                      |                      |                      |
| ROOM CLEAN                               |                      |                      |                      |                      |                      |
| MAIN FUEL TANK EXTERIOR TANK CONTAINMENT |                      |                      |                      |                      |                      |
| GENERAL VISUAL CHECK                     |                      |                      |                      |                      |                      |
| ANY LEAKS                                |                      |                      |                      |                      |                      |
| F/P WATER STRAINERS CK                   |                      |                      |                      |                      |                      |
|  |                      |                      |                      |                      |                      |
| INSPECTED BY                             |                      |                      |                      |                      |                      |





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## MONTHLY INSPECTION LOG SHEET

PROPERTY NAME: NEW HORIZONS OF THE TREASURE COAST, INC.

ENGINE SERIAL NUMBER / LOCATION: CHILDREN'S CRISIS STABILIZATION UNIT

| DATE: MONTH/DAY/YEAR                     | 1 <sup>st</sup> Week | 2 <sup>nd</sup> Week | 3 <sup>rd</sup> Week | 4 <sup>th</sup> Week | 5 <sup>th</sup> Week |
|--|----------------------|----------------------|----------------------|----------------------|----------------------|
| UNIT HOURS                               |                      |                      |                      |                      |                      |
| OIL LEVEL                                |                      |                      |                      |                      |                      |
| COOLANT LEVEL                            |                      |                      |                      |                      |                      |
| BATTERY LEVEL                            |                      |                      |                      |                      |                      |
| CHARGER RATE                             |                      |                      |                      |                      |                      |
| DAYTANK/MAIN FUEL LEVEL                  |                      |                      |                      |                      |                      |
| RUN GENERATOR/FIRE PUMP                  |                      |                      |                      |                      |                      |
| WATER TEMP                               |                      |                      |                      |                      |                      |
| OIL PRESSURE                             |                      |                      |                      |                      |                      |
| TRANSFERRED LOAD                         |                      |                      |                      |                      |                      |
| A.C. VOLTAGE                             |                      |                      |                      |                      |                      |
| A.C. AMPS                                |                      |                      |                      |                      |                      |
| FREQUENCY                                |                      |                      |                      |                      |                      |
| ROOM CLEAN                               |                      |                      |                      |                      |                      |
| MAIN FUEL TANK EXTERIOR TANK CONTAINMENT |                      |                      |                      |                      |                      |
| GENERAL VISUAL CHECK                     |                      |                      |                      |                      |                      |
| ANY LEAKS                                |                      |                      |                      |                      |                      |
| F/P WATER STRAINERS CK                   |                      |                      |                      |                      |                      |
|  |                      |                      |                      |                      |                      |
| INSPECTED BY                             |                      |                      |                      |                      |                      |



**Admin P&P 30.0 Transportation and Use of Vehicles**

|  |                         |                                 |
|--|-------------------------|---------------------------------|
| <b>NEW HORIZONS OF THE TREASURE COAST, INC.</b>    | <b>Volume# 1</b>        | <b>Section E</b>                |
| <b>POLICIES AND PROCEDURES</b>                     | <b>Administration</b>   | <b>Risk Management</b>          |
| <b>Policy #: 30.0 Part 1</b>                       | <b>Effective Date:</b>  | <b>Date of Latest Revision:</b> |
| <b>Subject: Transportation and Use of Vehicles</b> | <b>February 1, 2005</b> | <b>June 7, 2024</b>             |
| <b>CARF Behavioral Health Manual</b>               | <b>Ref: Section</b>     |                                 |

**PURPOSE:** To establish policy for New Horizons of the Treasure Coast, Inc. (NHTC) for the purpose of identifying Agency transportation activities, driver requirements, and approval, use, maintenance, and care of vehicles.

**POLICY:** Vehicles driven on Agency business shall be operated in a safe manner, in compliance with all provisions of this policy. Only properly qualified and authorized employees may drive an Agency vehicle. Agency vehicles may only be used for official, authorized purposes. Personal use is prohibited.

**NOTE:** As of 2023 NHTC Staff are prohibited from driving NHTC clients in their personal vehicles, except for specific programs and only with administrative approval.

**PROCEDURES:**

**DEFINITION:** Transportation, hereafter is referred to as service(s), is defined as transporting or being transported, a means of conveyance. The term is liberally applied, as services may differ according to program activity, resources, and staff availability.

1. **USE OF PRIVATELY OWNED VEHICLES:** The use of personally owned vehicles to transport clients is strictly prohibited,
2. **DIRECT SERVICE:** Direct service transportation is an activity provided by staff while utilizing an Agency vehicle. Examples of direct service provision are as follows but are not necessarily limited to transporting Agency clients to doctor appointments, meetings at other program facilities of NHTC, or to treatment programs not connected with NHTC.
  - a. Other forms of direct services may not involve the conveyance of clients. Vehicles may be utilized for collateral uses such as the following but are not necessarily limited to delivering supplies and picking up client prescriptions.
  - b. NHTC staff shall accompany and supervise any involuntary client who requires transportation services to hospital emergency rooms and/ or other service locations. Such services may be provided with Agency vehicles and staff shall remain with the client through the appointment, unless otherwise directed.
  - c. Clients are to be transported directly to their discharge destination or otherwise returned to NHTC. Secondary destinations must be approved by a supervisor and so documented in the client's chart.
  - d. Services must clearly fall within the purview of client care and/or administrative services in support of client care.
  - e. Normally, vehicles are restricted from traveling beyond a one-hundred and fifty (150) mile radius of NHTC, without the express approval of the Facilities Manager.

*P&P 30.0: Transportation and Use of Vehicles*

- f. All trips are documented as a one-way trip to a destination, starting at Point A and stopping at Point B. Point B to Point C is another one-way trip destination.
  - g. All Agency-owned passenger vans have been modified for a maximum seating capacity of 10, including the driver. Passengers should be seated in the forward most seating positions first.
  - h. The use of seat belts is **MANDATORY** for all passengers and will be enforced by the driver.
3. **INDIRECT SERVICE:** Indirect services are defined as the conveyance of a client by a non-Agency owned carrier. When appropriate, fares will be purchased utilizing common carriers for clients requiring services/ discharge to locations out-of-town, e.g., taxi, bus, etc. Careful monitoring and assessment relative to the most clinically appropriate mode of services will be authorized by staff such as Emergency Service Discharge Planners, Counselors, Treatment Team, etc., and must receive prior approval by the Program Manager or designee.
4. **DRIVER APPROVAL:** All drivers must be pre-approved prior to driving an Agency vehicle.
5. **ACCOUNTABILITY:** In an effort to reduce improper use of vehicles and to maximize efficiency, critical areas identifying authorization, documenting accountability and disciplinary actions are presented in this section.
6. **AUTHORIZATION OF VEHICLES:**
  - a. **ASU, SRT, SAS, IR, TGH, Screening, Mobile Response and CCSU Units:** The Safety Coordinator or designee is responsible for all transportation activities required to expeditiously coordinate client care within the program. Activities unrelated to direct client care, such as the use of vehicles to perform administrative activities, also fall under the Director of Inpatient Mental Health Units purview.
  - b. **Learning Centers:** Program Managers may designate Lead and Senior Staff approval authority and responsibilities for coordinating transport services.
  - c. Safety Coordinator or designee has final authority for vehicle utilization should scheduling conflict occur due to the need for vehicle repair or other unforeseen circumstances.
7. **DOCUMENTING ACCOUNTABILITY:** Documenting vehicle use is accomplished by legibly and accurately completing and signing the "Vehicle Record" and "Vehicle Safety Checklist," forms and submitting them to the Maintenance Specialist. It is critically important that the Unit Program Managers designate responsible personnel to oversee this function.
8. **DISCIPLINARY ACTION:** When instances of abuse or misuse of vehicles occur, Program Managers must document the abuse and initiate corrective action procedures accordingly. Such actions must be consistent with established Agency Disciplinary Procedures. The following infractions are examples of vehicle abuse or misuse, but are not limited to:
  - Unauthorized use of vehicle by the driver (i.e., approval not received by authorized staff person and using vehicle for personal use).
  - Not documenting vehicle use on the Vehicle Record and Vehicle Safety Checklist forms.
  - Returning loaned vehicle without proper care and maintenance.
  - Allowing food, beverages or smoking to occur within the vehicle.
  - Returning vehicle un-fueled or with less fuel than is established in the Agency

## **Admin P&P 30.0 Transportation and Use of Vehicles**

- Disaster Plan (3/4 tank full).
  - Not returning vehicle to designated location or within specified time frame.
  - Failure to notify Program Manager and/or Human Resources of suspended license or traffic violations.
  - Infractions of a more serious nature resulting in personal injury, damage to property or to vehicle(s), injury to others(s), loss of life or law enforcement involvement.
  - Incidents which show evidence of negligence on the part of the employee, not necessarily resulting in accident or injury.
9. **SECURITY OF VEHICLE KEYS:** Vehicle keys will be kept in a locked location at each program.
- A vehicle must be parked at its principal site location nightly unless otherwise specified by the Maintenance Specialist or designee.
  - Vehicle must be locked and properly secured when services conclude (lights off and doors and windows locked).
  - The driver must return keys and gas credit card to a locked location when service is concluded.
10. **USE, MAINTENANCE, AND CARE OF VEHICLE:**
- The Program Manager or designee will be responsible for overseeing the scheduling of vehicle maintenance. This includes the 3,000-mile routine oil change/general servicing as well as emergency and other repairs.
  - Oil changes are required every 3000 miles. After each oil change, the vendor performing the oil change will affix a sticker apprising of the odometer reading for the next oil change. Program Managers may delegate this function to a responsible staff member.
  - When a vehicle requires repair, the Maintenance Staff and/or Facilities Manager is to be contacted to determine the appropriate vendor providing a detailed description of the problem. All repair work other than routine maintenance requires an estimate in advance. This should be scanned and e-mailed to the Purchasing Department. All repair work requires a PO number to be issued by the Purchasing Department. Maintenance will obtain the PO# from Purchasing. After the service is performed the invoice is to be sent to the Purchasing Department.
  - The "Vehicle Safety Checklist" (see attachment) must be completed monthly. Program Managers are responsible for ensuring that Purchase Orders are completed on all items requiring repairs.
  - Interior and exterior cleaning should be performed on a monthly basis. Tasks may be completed by residential clients and may utilize "Chore Pool" funds as payment incentives. Each program is responsible for keeping their vehicles clean.
11. **DRIVER'S LICENSE AND MOTOR VEHICLE RECORD APPROVAL:**
- a. **Orientation:** Human Resources will obtain an MVR for all prospective drivers prior to being placed on the Agency's Driver's list. All drivers are required to have a valid Florida Class "E" Operator's License. Upon the effective date of hire, all drivers have a thirty (30) day period in which to obtain a Florida license. Failure to obtain such a license may be grounds for termination. Once the MVR is obtained, it will be reviewed to determine driver eligibility. The criteria for fleet driver eligibility are as follows:
- The driver must possess a valid Florida Class "E" Operator's License. Drivers must be at least 21 years of age or older with three (3) years of

- continuous driving experience.
  - The driver's motor vehicle record cannot contain any major traffic violations such as, but not limited to reckless driving, DUI, leaving the scene of an accident, driving on a suspended driver's license. No more than three (3) moving violations such as but not limited to: speeding, careless driving, at fault accidents, failure to obey traffic signal or sign.
  - The total points allowed for minor traffic violations cannot exceed 6 points in three (3) years prior to the MVR.
- b. All drivers, whether driving an Agency vehicle or using their personal vehicles for Agency-related business, must notify their supervisor and Human Resources of all traffic violations and/or suspended licenses within 24 hours of the violation or suspended license. Failure to do so may result in disciplinary action up to and including termination.
- c. Employees who use their personal vehicles for Agency-related business and who have major traffic violations as defined above will be assessed on a case-by-case basis to determine whether they will be permitted to use their vehicles for Agency-related business.
- d. Orientation will include but not be limited to the review of the following forms (see also attachments):
- Rules for Operating an Agency Vehicle and Authorized Employee Vehicle.
  - Transportation Policy Cover Sheet.
  - Verification Form.
  - Authorization to Road Test.
  - Road Test and/or Evaluation Checklist.
  - Vehicle Record.
  - Statement of Responsibility for Gasoline Credit Card.
  - Vehicle Safety and Equipment Checklist.
  - Distracted Driving Acknowledgement.
  - Photocopy of Driver's License.
- e. New drivers will be given a copy of the Agency's Transportation Policy to review. A signed statement attesting to their review of the policy will be obtained by the Program Manager.
- f. The Human Resources Office will send the Program Manager a memo stating that the driver is cleared to be Road Test Evaluated. The Road Test must be done before a new driver gets behind the wheel. The Road Test Evaluation and forms filled out and signed by the employee are given to the Program Manager or designee upon completion of the road test and returned to Human Resources.
12. **MINIMUM AGE AND EXPERIENCE REQUIREMENTS:**
- a. Drivers must be at least 21 years of age or older with three (3) years of continuous driving experience.
- b. Drivers must be licensed in the State of residence within the time required to obtain a license.
- c. Upon an offer of employment, the Human Resources Department will verify that the driver has a valid "Class E" Florida Driver's License and obtain a Motor Vehicle Record (MVR) from the Florida Motor Vehicle Record Services, Inc.
- d. Once the MVR is obtained, it is reviewed to determine driver eligibility based on the following criteria: no more than three (3) moving violations within the past three (3) years:
- Having a license suspended in the past
  - Speeding



## ***Admin P&P 30.0 Transportation and Use of Vehicles***

- Improper lane change
  - Failure to obey traffic signal or sign
  - Failure to yield
  - Careless driving
  - At Fault accidents
- e. An employee is **not** eligible to drive if they have one or more major violation in the past three (3) years. These violations include:
- Driving while intoxicated or under the influence (DWI, DUI, OWI, OUI)
  - Leaving the scene of an accident (hit and run)
  - Reckless driving
  - Manslaughter/homicide or assault through the use of a motor vehicle
  - Fleeing/eluding a police officer
  - Commission of a felony
  - Drivers who currently have a suspended, expired or revoked license.
  - Failure to report an accident
  - Speeding violation over 20 mph
- f. Once the MVR is approved, a Driver's packet, which includes an authorization form to road test the individual and Transportation Policy, is sent to the Program Manager or designee to perform the road test.
- g. The driver to be road tested will read the Transportation Policy and keep it for reference. The signed forms from the policy are to be returned to Human Resources.
- h. Each driver must complete "Statement of Responsibility for Gasoline Credit Card" (see attachment).
- i. Upon satisfactory completion of the road test, the driver will be added to the Agency's Gas Card and the list of approved drivers.
- j. Human Resources requests MVRs annually for all active Agency drivers and for those drivers who are authorized to transport clients in privately owned vehicles.
- k. The Agency requires all drivers to complete its Defensive Driving course within six (6) months of being approved for the Drivers List, annually thereafter and following a motor vehicle accident or safety infraction. Failure to take the course may cause drivers to be removed from the list.
- l. Program Managers or Designees are responsible to get their staff drivers Road Tested by the designated tester. When a designated tester has doubts of the driver's driving skills, he/she will refer the driver to the Maintenance Specialist who will conduct a behind-the-wheel proficiency review. The Maintenance Specialist will verify successful operation by the driver.
13. **ACCIDENTS:** In the event of an accident call 911 **IMMEDIATELY** and do the following:
- Write down the names, address, telephone number(s) and license number(s) of person(s) involved and of witnesses.
  - Notify the Agency's Facilities Manager, Program Manager, HR, or Maintenance Specialist promptly.
  - **DO NOT ADMIT FAULT;** do not discuss the accident with anyone except appropriate Agency staff or police.
  - Complete an Incident Report form; attach a copy of the accident report.
  - See also "What To Do In Case Of An Accident"
14. **EMERGENCY PROCEDURES FOR VEHICLE BREAKDOWN:**
- a. In the event of an Agency owned/leased vehicle breakdown or road emergency,

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driver should attempt to contact the Facilities Manager, Cell # (772) 380-3424 or the Maintenance Specialist, Cell# (772) 267-7393 who will make appropriate arrangements or advise the driver of the proper procedures. If safety is a concern, call 911.

- b. If the Facilities Manager is not available, contact your immediate supervisor who may, if deemed appropriate, arrange for towing of the vehicle.
- c. After normal business hours, weekends, and other holidays, contact Screening (772) 672-8470 to reach the Administrator-On-Call. Let the Administrator-On-Call know if the vehicle needs to be towed. Arrangements will be made for towing the vehicle.

15. **VEHICLE SAFETY AND FIRST AID EQUIPMENT IN AGENCY VEHICLES:** Each vehicle (Agency and Personal-when transporting clients) will have the following Safety and First Aid equipment:

- First Aid Kit
  - First Aid Book
  - CPR Mask
  - Fire Extinguisher (Mounted/Secured) to vehicle
  - Spill Kit
  - Flashlight
  - Road Warning/Hazard Equipment (Flares or Warning Triangle)
  - Seat Belt cutter (must be inside the vehicle)
- a. **Each vehicle will have the following paperwork:**
- Proof of insurance (Copy of Agency's auto insurance card)
  - Vehicle Registration
  - Copy of Transportation Policy

16. **RULES FOR OPERATING AN AGENCY VEHICLE / TRANSPORTATION OF CLIENTS:**

- Since passenger safety is of prime concern, drivers are expected to obey all traffic regulations, including seat belt regulations. Drivers will be subject to disciplinary action for driving infractions or disobeying any traffic regulations. Drivers may be **PROHIBITED FROM DRIVING AN AGENCY VEHICLE** should they receive a traffic citation while driving an Agency vehicle, and in addition, will be responsible for payment of any traffic tickets issued while driving an Agency vehicle.
- Drivers must maintain the Vehicle Record form, by recording the time of departure (out), time of arrival (in), mileage appearing on the odometer at the start (out) and stop (in) of each trip. All the blocks (spaces) on the form must be completed. The Vehicle Record forms are to be submitted to the Maintenance Specialist.
- Only self-serve **REGULAR UNLEADED GASOLINE** is to be purchased for all Agency vehicles. Vehicle Safety and Equipment Checklist is to be submitted to the Safety Coordinator on the first day of each month.
- NHTC policy prohibits employees from using NHTC vehicles for personal use except when directed by NHTC to take the vehicle home as part of NHTC operations for the day.
- Disciplinary action will be taken against any employee observed using an NHTC vehicle for personal use and/or unauthorized passengers in the vehicle.
- 911 must be notified immediately should an NHTC vehicle be involved in any automobile accident. If possible, the driver should also notify the Facilities Manager, Program Manager, Maintenance Specialist, or Human Resources and complete the Incident Report Form.

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17. **CELL PHONES:** In order to increase employee safety and eliminate unnecessary risks while driving a vehicle, NHTC has enacted a policy that prohibits the use of cell phones and texting while driving. Drivers receiving a cell phone call while driving must safely pull to the side of the road to answer the call or turn the cell phone off. All drivers are required to sign the Agency's Distracted Driving Policy Acknowledgement (Page 22). Agency issued cell phones are to be used for communication during an emergency or breakdown per the above guidelines.
  
18. **GUNS, WEAPONS, ILLICIT SUBSTANCES AND TOBACCO PRODUCTS:**
  - a. **Agency Vehicles:** All guns, weapons, illicit substances, and tobacco products are prohibited in all Agency vehicles without exception.
  - b. New Horizons will not be responsible for damages to any employee vehicle resulting from use of tobacco products.
  - c. **Note:** If an employee is using their own vehicle to transport a client or other employee, or perform other work-related functions, New Horizons prohibits guns, weapons, Level 1 and Level 2 drugs, and tobacco products in that vehicle. This protects both the driver and the passengers during work hours when the driving employee is being paid by New Horizons.
  
19. **RESPONSIBILITIES:**
  - a. **Program Managers or Designated Road Tester:**
    - Are responsible for ensuring that policy and procedure is followed before allowing an employee to drive an Agency vehicle.
    - Brief drivers on the Agency's Transportation policy.
    - Ensure new drivers are Road Tested.
    - Ensure that drivers perform their duties and inspect the Safety and Equipment Checklist Form for accuracy and neatness prior to being submitted to the Maintenance Specialist and Facilities Manager. These forms must be signed by the employee, Program Manager/ Supervisor, or designated road tester.
  
20. **DRIVERS:**
  - Are responsible for the loading and unloading of all passengers.
  - Assist passengers by opening the doors, seating them, and ensuring that seat belts are fastened (**BUCKLE-UP**).
  - Ensure that all doors are cleared to close prior to closing.
  - Drivers must always assume responsibility for their passenger clients while they are in or out of the vehicle to include rest stops or vehicle breakdowns.
  
21. **REGARDING EMPLOYEES WHO TRANSPORT CLIENTS IN THEIR PERSONAL VEHICLES:** All employees who transport clients in their personal vehicle must follow all rules and regulations within this policy, including maintaining logs of routine maintenance, according to recommendations of vehicle manufacturers. See below #22-23.
  - a. Logs will be submitted monthly for oil checks and fluids.
  - b. Staff will allow Maintenance staff to inspect vehicles according to the Safety and Equipment Checklist, cleanliness, and ensure safety supplies are maintained.
  - c. Staff using personal vehicles for transporting clients will submit a Travel Voucher and Mileage Log for reimbursement. See HR Policy: 3.14 Travel Reimbursement.
  
22. **DUTIES: Maintenance Specialist (or Designee):**
  - Will inspect assigned vehicles for cleanliness.

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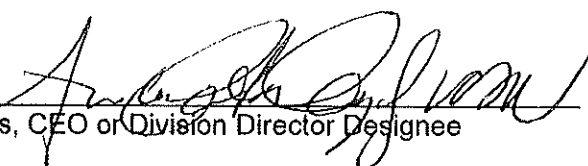
- Inspect vehicle logs for accuracy and legibility.
- Inspect the Safety and Equipment Checklist for logging equipment and safety checks at each gasoline fill up and recording all services.
- Inspect the First Aid Kit, Fire Extinguisher, Save-a-Life Kit, Road Warning Triangle and Flashlight are maintained in the vehicle for serviceability.

23. **DUTIES: Drivers:**

- Will maintain Vehicle Record Forms by recording the mileage on the odometer at the start and stop of each trip and enter the purpose of each trip.
- Name and number of passengers transported and time of departure and arrival.
- Maintain the Safety and Equipment Checklist by logging safety and equipment checks before and after operations, and at each gasoline fill-up by recording all services.
- Make all entries in print and legible.
- Turn in Safety and Equipment Forms to immediate supervisor when forms are completed or at the end of the duty day.
- Notify Police immediately should an Agency vehicle be involved in any automobile accident. If able, notify the Agency's Facilities Manager, Program Manager, Maintenance Specialist and /or Human Resources. Prepare an Incident Report (IR) Form and submit it to immediate supervisor.
- Do not allow clients to smoke, eat, or drink beverages in the vehicle.
- Inspect the vehicle First Aid Kit, Fire Extinguisher, Save a Life Kit, Road Warning Triangle, and Flashlight for serviceability.
- Maintain a clean vehicle.
- **Only authorized Agency employees may drive an Agency vehicle, and it is against policy for any person to ride in an Agency vehicle who is not an Agency employee or registered client.**

**DOCUMENTS:**

Rules for Operating an Agency Vehicle and Authorized Employee Vehicle  
Transportation Policy Cover Sheet  
Verification Form  
Authorization to Road Test Form  
Road Test / Driver Evaluation for Agency Vehicles Form  
Vehicle Record Form  
Statement of Responsibility for Agency Gasoline Credit Card  
Vehicle Safety Equipment Checklist form  
Distracted Driving Acknowledgement  
Authorization to Drive Personal Vehicle Defensive Driving Acknowledgement  
Refer to Distracted Driving Admin Policy #34.0  
What To Do In Case Of An Accident  
HR Policy: 3.14 Travel Reimbursement

Approved By:  William Wims, CEO or Division Director Designee 04/07/2024  
Date

Dates Reviewed:

|          |          |          |          |          |          |
|----------|----------|----------|----------|----------|----------|
| 08/01/10 | 12/01/12 | 10/01/13 | 04/10/14 | 01/20/15 | 05/21/15 |
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| 01/20/16 | 01/13/17 | 02/01/18 | 02/28/19 | 02/01/20 | 02/01/21 |
| 01/10/22 | 08/01/22 | 11/22/22 | 03/15/23 | 06/07/24 |          |

