

Refuge House Emergency Response, Disaster Planning and Business Continuity

Revision: 2022 – March 2022

Location: Refuge House Dallas and San Antonio

Introduction

Refuge House has several unique challenges in developing an Emergency Response, Disaster Recovery and Business Continuity Plan. Perhaps the most significant challenge is to coordinate response and services among foster homes that are physically spread around. This Plan identifies critical functions of the Agency, and outlines procedures designed to ensure continued delivery of those services in the event of a disruption.

Purpose

The primary purpose of this Emergency Response, Disaster Recovery and Business Continuity Plan is to ensure this organization is able to survive as an organization and deliver services to our clients by identifying critical functions and outlining personnel and a framework to continue/resume operations.

Objectives

- Provide for the safety and well-being of the children entrusted to our care
- Identify critical services and supporting operations
- Ensure timely delivery of services to clients or minimize disruption of service delivery
- Continue critical business operations
- Minimize/prevent immediate damage/losses
- Establish chain of command for coordination of emergency and recovery process

Applicability and Scope

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While the Agency does not attempt to identify every possible threat to continuous operation, we do recognize the need to plan for reasonable identifiable threats that could disrupt service delivery and other critical operations. Further, by identifying essential functions and the methodology for ensuring operation, the Agency can implement procedures to ensure/restore operations as applicable.

Essential Functions

Referral Management

- Receive referrals from DFPS – CPU
- Identify appropriate match for referral
- Obtain management approvals

Intake/Placement

- Coordinate placement with CPU and verified foster home
- Prepare applicable intake paperwork, including Service Planning
- Generate child record and obtain necessary paperwork from DFPS

Case Management

- Account for location and status of each child in care
- Ensure/coordinate basic needs services (food, shelter, clothing, medical {including psychiatric and medication management})
- Ensure service plan delivery (as available)
- Monitor placement for appropriateness, adjust as necessary
- Provide support for discharge and adoptive changes
- Coordinate with DFPS staff

Incident Management

- Provide support for incidents and emergencies involving foster children, including Medical, Educational, Behavioral, Legal
- Provide support for emergency placement disruptions, including placement changes as necessary

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Data/Information

- Maintain complete child and family records, employee records, contractor records
- Ensure appropriate access to critical information, either in electronic or physical form
- Protect sensitive data from unauthorized access

Financial

- Ensure payment of payroll payments, foster home reimbursements, expense reports and vendor payments

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Technology

- Provide support of electronic records system, including backup and recovery

Communications

- Ensure effective internal and external communications during and after an incident

Decision Making

Leadership

In the event of an emergency in which an Incident Command Team must be established, the following key roles will be established:

- **Emergency Director** – functions as head decision-maker and coordinates efforts of Incident Commander(s)
- **Program Incident Commander (PIC)** – may be responsible for a physical region or particular task, directs Case Manager Supervisors; should be an individual with appropriate qualifications and credentials to make appropriate treatment decisions for children in care
- **Case Manager Supervisor** – establishes communication and directs activities of Case Managers
- **Case Manager** – establishes communication and facilitates continuity of services for placements
- **Operations Incident Commander (OIC)** – may be responsible for any non-programmatic function not requiring specific therapeutic qualifications

Succession of Leadership

The Emergency Director will assign individual(s) as applicable to the roles of PIC and OIC. The following is the succession of individuals to the role of Emergency Director

- CEO/Executive Director
- Administrator
- Program Director
- Treatment Director

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Delegation of Responsibility

Position Title	Area of Responsibility
PIC – Intake Director/CPMS	Referral Management
PIC – Intake Director/CPMS	Intake/Placement
PIC – Treatment Director	Case Management
PIC – Program Director	Incident Management
OIC	Data/Information
OIC	Financial
OIC	Technology
Emergency Director	Communications

Business Continuity

Communication Tree

- Emergency Director (according to the authority tree)
 - Incident Commander (according to the authority tree)
 - Case Manager Supervisor
 - Case Manager
 - Foster Caregiver(s)

In the above communication tree, each level of the tree is responsible for direct communication with the subordinate level. In the event that a branch in the tree is unable to participate in the communication, the next level in the tree is activated for the communication link. This communication may be reassigned as appropriate in each scenario.

Facilitating Communications

In the event of any emergency situation, the following communications methodologies should be attempted until the communication tree has been successfully established.

- Agency Office Number – in the event of a state of emergency, the Office Number shall be staffed, forwarded and/or a message providing instructions shall be left on the machine.
- Agency On-Call Emergency Number – the On-Call Emergency phone shall be staffed and assigned to ensure 24x7 coverage.
- Agency Assigned Mobile Phone – each staff member who is provided with a cell phone must maintain power and availability on their Agency assigned mobile phone.

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- Personal Mobile Phone or Home Phone– each staff member and caregiver should be available at a phone number listed in the file.
- Agency email, personal email, social networking sites – staff and caregivers may establish and maintain communication via any electronic means, as available.
- <http://www.refugehouse.org/> - in the event that phone communications are unavailable, the Agency will load emergency contact information and/or instructions on the home page
- Each staff member and caregiver is responsible for attempting all means possible until communication is successfully coordinated and the whereabouts of all children in care established Agency-wide.

Concept of Operations

This Agency has adopted the Concept of Operations presented in the State of Texas 2010 Title IV-B Annual Progress and Services Report, Section VII. Disaster Plans (ACYF-CP-PI-10-09).

“During events that threaten or disrupt [Agency] business functions, the [Agency] Incident Command Team is activated and implements the [Disaster Recovery and Business Continuity] Plan in order to mitigate impact or recover from disruption of [Agency] mission critical activities. [The Agency] positions listed below are authorized to activate the Incident Command Team in accordance with the guidelines listed in this document.”

Activation and Relocation

Decision Process

- The Agency routinely encounters emergency situations that are managed in the normal course of operations as part of doing business with the population served. Handling program-based emergencies encountered within parameters of normal operations is outlined in the Programmatic Policies and Procedures Manual.

In accordance with the State of Texas, the Agency implements “‘readiness and response levels’ to match the potential intensity of its preparedness and response activities to the intensity of a potential threat or the impact of actual events...As the intensity of threats or impacts increases, Incident Command Teams are activated, staffing and equipment readiness is increased, and additional resources are alerted mobilized, deployed, and employed.”

Normal Conditions (Readiness & Response Level 4)

1. Planning, training, drills and exercises and other preparedness activities are conducted.
2. Emergency equipment and structures are maintained.
3. Natural, technological, and security threats are monitored.

Increased Readiness (Readiness & Response Level 3)

1. Localized, Operations, Program staff generally resolve routine incidents and emergency situations that arise in a localized fashion.

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2. A significant emergency situation has not yet occurred; however, a higher than normal level of readiness is warranted because of increased vulnerability to a specific hazard, such as an approaching severe storm or extreme wildfire threat.
3. Incident Command Team members are identified and alerted. Personnel and equipment availability is reviewed.
4. Contingency plans and procedures are reviewed.
5. Equipment or supply needs are identified and filled, if possible.
6. Coordination activities increase and extra effort is exerted to review, evaluate, and update appropriate plans and procedures to ensure ability to meet anticipated challenges of specific hazard.
7. Emergency internal and external information activities should commence.
8. Appropriate officials and agency representatives are briefed on anticipated risk situations, expected impacts, and contingency measures.

Escalated Response (Readiness & Response Level 2)

1. The scope of the emergency situation has expanded beyond that which is handled by normal program and operations staff, and additional emergency support functions such as emergency care teams may have to be implemented.
2. Recovery and continuity plans are implemented as outlined in this document and/or directed by Emergency Director
3. Expanded/enhanced communication and information activities are implemented for the affected personnel and clients (homes and children)

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4. Appropriate officials and Agency representatives are briefed on the current situation and anticipated impacts.
5. There may be some impairment of service delivery and normal operations.

Emergency Conditions (Readiness & Response Level 1)

1. The scope of the emergency has expanded to the point that all appropriate emergency response and recovery assets have been committed to the emergency situation or disaster.

Alternate Operations

Should relocation of Program and Operations become necessary, Emergency Director will identify a location appropriate for temporary operations based upon the nature of the disaster or emergency.

Mission Critical Systems

- Executive
 - Activates Agency Emergency Response, Disaster Recovery and Business Continuity Plans in a significant disruptive event
 - Governs Emergency Response from initial response to final restoration of operations
 - Liaisons with DFPS, State and local officials
- Program Director
 - Track and coordinate response to incidents arising out of normal treatment parameters
 - Provides additional support to Treatment Director and Intake Director as applicable
 - Manages and disseminates population data
- Treatment Director
 - Ensures continuity of care and delivery of services to all children placed with the Agency
 - Provides support and coordination to Case Management staff
- Intake Director
 - Manages referrals and placement operations

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- Information Support Specialist
 - o Ensures availability of records and files electronically
 - o Monitor and maintain security of electronic records
 - o Provides application and data support

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Vital Files, Records and Databases

- The Agency will maintain all records necessary to perform essential functions and activities and to reconstitute normal operations after the emergency ceases. Because the Agency maintains all records electronically, there is no need to identify an abbreviated set of records.
- In the event that electronic communication with the Agency's records database is unavailable, the records identified as critical for the delivery of services will be provided to the appropriate individuals in the communication tree.

3) Reconstitution

Reconstitution procedures will commence when the Emergency Director or other authorized person ascertains that the emergency situation has ended and is unlikely to recur. Once the appropriate person has made this determination, one or a combination of the following options may be implemented, depending on the situation:

- Continue to operate from the alternate site location.
- Begin an orderly return to prior operations site and reconstitute from remaining resources.
- Begin to establish a reconstituted office in some other location.

(taken from National Incident Management System – December 2008)

The following excerpt outlines the key components of each Emergency Response Plan to be developed as a component of this document:

OVERVIEW OF NIMS COMPONENTS

NIMS integrates existing best practices into a consistent, nationwide, systematic approach to incident management that is applicable at all levels of government, nongovernmental organizations (NGOs), and the private sector, and across functional disciplines in an all-hazards context. Five major components make up this systems approach: Preparedness, Communications and Information Management, Resource Management, Command and Management, and Ongoing Management and Maintenance.

NIMS COMPONENTS

The components of NIMS were not designed to stand alone, but to work together in a flexible, systematic manner to provide the national framework for incident management. A more detailed discussion of each component is included in subsequent sections of this document.

a. Preparedness Effective emergency management and incident response activities begin with a host of preparedness activities conducted on an ongoing basis, in advance of any potential incident. Preparedness involves an integrated combination of assessment; planning; procedures and protocols;

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training and exercises; personnel qualifications, licensure, and certification; equipment certification; and evaluation and revision.

b. Communications and Information Management

Emergency management and incident response activities rely on communications and information systems that provide a common operating picture to all command and coordination sites. NIMS describes the requirements necessary for a standardized framework for communications and emphasizes the need for a common operating picture. This component is based on the concepts of interoperability, reliability, scalability, and portability, as well as the resiliency and redundancy of communications and information systems.

c. Resource Management

Resources (such as personnel, equipment, or supplies) are needed to support critical incident objectives. The flow of resources must be fluid and adaptable to the requirements of the incident. NIMS defines standardized mechanisms and establishes the resource management process to identify requirements, order and acquire, mobilize, track and report, recover and demobilize, reimburse, and inventory resources.

d. Command and Management

The Command and Management component of NIMS is designed to enable effective and efficient incident management and coordination by providing a flexible, standardized incident management structure. The structure is based on three key organizational constructs: the Incident Command System, Multiagency Coordination Systems, and Public Information.

e. Ongoing Management and Maintenance

Within the auspices of Ongoing Management and Maintenance, there are two components: the NIC and Supporting Technologies.

(1) National Integration Center

Homeland Security Presidential Directive 5 required the Secretary of Homeland Security to establish a mechanism for ensuring the ongoing management and maintenance of NIMS, including regular consultation with other Federal departments and agencies; State, tribal, and local stakeholders; and NGOs and the private sector. The NIC provides strategic direction, oversight, and coordination of NIMS and supports both routine maintenance and the continuous refinement of NIMS and its components. The NIC oversees the program and coordinates with

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Federal, State, tribal, and local partners in the development of compliance criteria and implementation activities. It provides guidance and support to jurisdictions and emergency management/response personnel and their affiliated organizations as they adopt or, consistent with their status, are encouraged to adopt the system. The NIC also oversees and coordinates the publication of NIMS and its related products. This oversight includes the review and certification of training courses and exercise information.

(2) Supporting Technologies

As NIMS and its related emergency management and incident response systems evolve, emergency management/response personnel will increasingly rely on technology and systems to implement and continuously refine NIMS. The NIC, in partnership with the Department of Homeland Security Science and Technology Directorate, oversees and coordinates the ongoing development of incident management-related technology, including strategic research and development.

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Family Information	Family Emergency Information
Name:	
Address:	
County:	
Phone:	

In the Case of a natural disaster, terrorist attack and or any other calamity that would render the home unsafe to occupy, the family will go to the nearest Red Cross station and remain there until they have been contacted by Refuge House and given further instruction. If this process takes longer than 3 days and/or the Emergency Authority directs the family to leave, the family will be found at the following address:

Name of Location	Phone Number(s)	Address

If a family is unable to remain at the residence, the family may seek a safe location at one of the following Refuge House facilities:

Main Office	Meeting Space A	Meeting Space B
5301 Alpha Road, Suite E80 Dallas, TX 75240 or 8000 IH 10 W. San Antonio Texas 78230	5301 Alpha Road, Suite E80 Dallas, TX 75240	8000 IH 10 West San Antonio TX 78230

In the event that none of the above locations are accessible or safe and a family must evacuation the Region, the family will make their way to the following location:

Out of Region Emergency Location

University of North Texas, Apogee Stadium

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1251 S. Bonnie Brae

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Denton, Texas 75207

In the event of a **HOME FIRE** when individuals are located at the home, specify the meeting place:

In the event of a **TORNADO or WARNING**, specify the meeting place for shelter safety:

**By signing this document, I agree to abide by the above plan. I also acknowledge that I have received a copy of the Refuge House Disaster and Emergency Plans, Policies and Procedures (Revision 2010- A).

Caregiver Signature

Date

Caregiver Signature

Date

Threat Specific Procedures

Disaster and Emergency Plans, Policies and Procedures

The safety of the children/young adults and employees of Refuge House is a high priority. While events such as tornadoes, flooding, fire, and the like occur without warning, procedures are set forth should such an event occur. In addition to these procedures, remaining calm to avoid panic and using sound judgment have, in the past, proven to be invaluable. Foster/adoptive parents and staff should tune in to their local radio and/or television stations for further information, especially if telephone service is disrupted by the emergency. Foster/adoptive parents should remember that Refuge House should be notified immediately of an emergency/disaster so that the foster or pre-adoptive child's managing conservator can be contacted within a 24-hour period of time from the time of the incident.

Refuge House Disaster Team:

Refuge House Disaster staff will assemble at a Refuge House Office within a three hour time frame. If, for any reason, the team cannot meet they will use the 2 way radio to communicate amongst one another. At that time disaster staff will designate relief duties.

Foster/Adoptive Homes:

All foster/adoptive families will be responsible for completing a Foster/Adoptive Home Disaster Plan form, which will be provided to Refuge House. Families are encouraged to arrange to have a personal contact person in another area of the state or in another state that will provide shelter and serve as an emergency contact person for communication in the event of a disaster.

Foster/adoptive parents should also have some essential supplies on hand to make their family more comfortable (see attached handout: "Are You Ready" prepared by the Florida Institute for Family Involvement or go to www.fifionline.org). Refuge House has developed a requirement that all families maintain a standard emergency kit consisting of:

- 4 gallons of water
- At least two flash lights
- First aid kit
- Weather radio
- Emergency food
- 2-way radio
- Emergency contact numbers

Threat Specific Procedures

The emergency evacuation plan for each specific event is listed below. However, in each circumstance it is only mandatory to evacuate if directed by local officials, or if remaining presents suspected immediate danger to the child/ren.

Threat Specific Procedures

Fire, Gas Leak or Explosion

In the event of a fire, foster/adoptive parents should ensure that all residents are accounted for and have congregated at the exit location farthest away from the fire. Foster/adoptive parents should evacuate everyone in a quick and orderly manner using the safest means of escape from the home. Evacuation routines practiced during home fire drills should be used.

Once outside the home one person should contact emergency personnel by dialing 911 with the exact location of the fire and a report of any injuries. One parent will remain with the children/young adults outside the home at all times to assure the children/young adults's ongoing safety (remain in safe location, free of traffic and fire). After contacting fire personnel, immediately contact Refuge House. Refuge House will inform the legal guardians of the situation. It is important to remember to stay out of streets and driveways where emergency vehicles may need to proceed. Do NOT for any reason re-enter any building until the Fire Department has cleared the building for re-entry.

In event of loss of power Refuge House will make every possible attempt to secure emergency power, food, water, and transportation to all foster/adoptive families in need.

All foster/adoptive homes must have working fire extinguishers and smoke detectors and must also practice fire drills each quarter.

Tornado/Severe Inclement Weather/Air Raid, etc.

Foster/adoptive parents should ensure that all residents are accounted for and have congregated in a hall or bathroom in which there are no windows. Move as quickly as possible. It is preferable that all homes have a weather radio, flashlights, first-aid kit, and a minimum of 4 gallons of bottled water in their designated meeting place in the event of a severe storm. Remain in this location until it is safe to exit the home.

Once the storm or other threat has subsided, assess for any injuries and perform first-aid and contact emergency personnel as needed. Contact Refuge House as soon as possible. Refuge House will inform the legal guardians of the situation. Notify Refuge House after permission is given but prior to returning home.

In event of loss of power Refuge House will make every possible attempt to secure emergency power, food, water, and transportation to all foster/adoptive families in need.

Foster/adoptive homes should practice tornado drills each quarter.

Threat Specific Procedures

Emergency Involving Infection Disease Outbreak or Requiring Evacuation or Quarantine for Infectious Disease

In the event that a specific scenario arises related to an infectious or communicable disease, Refuge House staff, contractors and foster homes should act in all due diligence both to protect all persons from contact with the disease and/or transfer of the disease to other persons. As such, staff and caregivers will follow the directives below, including any pertinent addenda to this plan related to a specific disease.

- Follow all CDC (Centers for Disease Control and Prevention) recommendations on Travel Health Notices (found at <https://wwwnc.cdc.gov/travel/notices>) regarding staff and child travel and subsequent quarantine.
- Post signs at the entrance to your home instructing visitors not to visit if they are ill or have symptoms of a respiratory illness.
- Stay home if you or family members have symptoms of respiratory illness. This includes ensuring that hygiene and food needs are addressed and can be obtained. Contact your case manager if you will need to miss or reschedule appointments, particularly therapy and medication management appointments. Notify your psychiatric professional in order to obtain additional medications if necessary.
- Identify a list of key contacts at your local and state health departments. Monitor local and state public health sources to understand outbreak activity in your community (the CDC website <https://www.cdc.gov/> and Department of State Health Services website <https://dshs.texas.gov/> are excellent resources).
- Be aware of temporary school closures and address how residents will be supervised and kept busy when local gathering places may be closed for public safety. If there is transmission in the community, consult with public health authorities for additional guidance.
- Implement everyday preventive actions. Ensure a clean environment in your home. Perform routine cleaning of frequently touched surfaces (ex. tables, doorknobs, light switches, handles desks, toilets, faucets, sinks) with household cleaners and EPA-registered disinfectants that are appropriate for the surface following label instructions
- Monitor residents for symptoms that resemble those of a disease outbreak. Contact healthcare providers for children with fever or respiratory symptoms and follow medical advice; not all children will need to be seen by a health care provider.
- If possible, identify a place within your home where a resident can be safely separated if deemed necessary by a health care provider, and obtain instructions from them on how best to closely supervise the sick resident in a hygienic manner. Note if disposable facemasks will be kept on-site for use by sick

Threat Specific Procedures

residents. Note if changes to room assignments will be made to accommodate multiple residents with symptoms, and how appropriate supervision will be assured. Note how communal activities such as meals will be handled.

- Plan for the possible need to report cases and transport persons with severe illness to medical facilities.

Threat Specific Procedures

Flood

Foster/adoptive parents should ensure that all residents are accounted for and proceed to your pre-determined emergency location as indicated on your Foster/Adoptive Home Disaster Plan. Once at this location assess for any injuries and perform first-aid and contact emergency personnel as needed. As soon as possible Refuge House should be contacted. Refuge House will inform the legal guardians of the situation. Remain in this location until permission has been given by local authorities to leave the area and return to your home. Notify Refuge House after permission is given but prior to returning home.

In event of loss of power Refuge House will make every possible attempt to secure emergency power, food, water, and transportation to all foster/adoptive families in need.

Water, Electrical, or Natural Gas Service Disruption

In the event of a disruption in service that is deemed as unsafe, account for all residents and proceed to your pre-determined emergency location as indicated on your Foster/Adoptive Home Disaster Plan. Once in the safe location contact your local water, electric or gas company to make arrangements for the disruption to be addressed. As soon as possible Refuge House should be contacted. Refuge House will inform the legal guardians of the situation. Remain in this location until permission has been given by proper authorities to return to the home. Notify Refuge House after permission is given but prior to returning home.

In event of loss of power Refuge House will make every possible attempt to secure emergency power, food, water, and transportation to all foster/adoptive families in need.

Bomb Threat

Foster/adoptive parents should ensure that all residents are accounted for and proceed to your pre-determined emergency location as indicated on your Foster/Adoptive Home Disaster Plan or at a safe distance determined by emergency personnel. As soon as possible Refuge House should be contacted. Refuge House will inform the legal guardians of the situation. Remain in this location until permission has been given by the proper authorities to return to the home. Notify Refuge House after permission is given but prior to returning home.

In event of loss of power Refuge House will make every possible attempt to secure emergency power, food, water, and transportation to all foster/adoptive families in need.

Threat Specific Procedures

Suspicious Material/Threat Procedure

In the event of a bomb threat or suspicious mail the following procedures should be followed:

1. If letter, note or package is received, handle it as briefly as possible.
2. If telephone call keep the caller on phone as long as possible asking the caller the following questions:
 - a. If time bomb, when is it set to explode?
 - b. Where is the bomb located?
 - c. What kind of bomb is it?
 - d. Why is caller doing this?
3. Once the letter, note, or package is received or the phone call is completed immediately contact emergency personnel. Once emergency personnel have been contacted inform Refuge House.
4. Begin bomb threat evacuation plan outlined above.

Unlawful Intrusion / Assaultive Behavior / Hostage Situation

Foster/adoptive parents should ensure that all residents are accounted for and leave the unsafe area as soon as possible. Proceed to the closest neighbor, lock all doors, and call emergency personnel. Once at the safe location assess for any injuries and perform first-aid. If serious injuries exist wait for emergency personnel or proceed to the hospital. If unable to leave the foster/adoptive home, remain calm and attempt to relocate to a safe area within the home. If possible, contact emergency personnel. As soon as possible Refuge House should be contacted. Refuge House will inform the legal guardians of the situation. Remain in this location until permission by the proper authorities has been given to return to the home. Notify Refuge House after permission is given but prior to returning home.

Terrorist Threat or Chemical or Hazardous Material Spill

Foster/adoptive parents should prepare to deal with a terrorist incident by adapting many of the same techniques used to prepare for other crises.

- Be alert and aware of the surrounding area.
- Take precautions when traveling.
- Be aware of conspicuous or unusual behavior.
- Do not accept packages from strangers.
- Do not leave luggage or belongings unattended.

Threat Specific Procedures

- Notice your immediate surroundings. Be aware of heavy or breakable objects that could move, break, or fall in an explosion.
- Learn where emergency exits are located. Think ahead about how to evacuate a building.

Threat Specific Procedures

In the event of a mandatory evacuation as directed by local or federal officials due to a disaster or a terrorist threat, the Federal Emergency Management Agency (FEMA) has been designated to take the lead role in the event of a major incident, therefore, whenever possible the best procedure to follow during a major incident is to listen to broadcasts of Emergency Public Information (EPI) and follow the instructions given. In such an event EPI will include traffic routes that are too slow or impassable. A reasonable suggestion is to avoid major highways wherever possible.

1. Foster/adoptive parents should ensure that all residents are accounted for and have needed supplies for evacuation. Should the residents be in school, at church, or otherwise away from their respective foster/adoptive home, parents should retrieve and account for all residents.
 - a. All legal guardians will be informed of the situation and the Refuge House evacuation plan. Legal guardians will have the option to retrieve their children/young adults prior to implementing the Refuge House evacuation plan.
 - b. When directed by FEMA, all foster/adoptive parents served will evacuate to your pre-determined emergency location as indicated on your Foster/Adoptive Home Disaster Plan.
 - c. Remain in this location until permission by the proper authorities has been given to return to the home.
 - d. Notify Refuge House after permission is given but prior to returning home.
2. In the event of a terrorist action and FEMA has directed all people to remain in their premises all foster/adoptive parents are to ensure that all residents are accounted for and situated inside their respective foster/adoptive home.
 - a. All legal guardians will be contacted and informed of the situation and action taken by Refuge House. Legal guardians will have the option to retrieve their children/young adults.
 - b. In the event of a localized terrorist threat all outside activities will be kept to a minimum.
 - c. Foster/adoptive parents should ensure the location of the residents at all times.
 - d. Remain in this location until permission by the proper authorities has been given to return to the home.

Threat Specific Procedures

- e. Notify Refuge House after permission is given but prior to returning home.

In event of loss of power Refuge House will make every possible attempt to secure emergency power, food, water, and transportation to all foster/adoptive families in need.

Threat Specific Procedures

Methods to physically protect and/or recover child's records (including electronic records):

To prevent a computer data recovery problem all computer documents are stored and backed up on tape and on hardware drives. A third backup is located off-site in a secure location. All child records are stored electronically (including, but not limited to, placement information, medical authorizations, Medicaid cards, STAR Health cards and educational portfolio). In the event that the primary data repository is damaged or unavailable, a daily, weekly or monthly backup may be restored at another location within 24-48 hours and all records may be accessed as needed. (Contract Section 30.C.vii) Contact information for a child's DFPS Caseworker and Caseworker Supervisor are stored with the child's electronic record. Additionally, this information is provided to and updated with the child's caregiver. In the event that a situation necessitates contact of the child's DFPS worker or supervisor, this information may be accessed by the caregiver and Refuge House staff electronically and remotely by Refuge House employees and/or the child's caregiver and may also be accessed in the information provided to the foster parents. (Contract Section 30.C.vi)

Loss of telephone service at Refuge House

In the event of a loss of telephone service, all pertinent personnel will use the cell phones and or 2-way radios made available through Refuge House.

Disaster Planning Training

Refuge House employees/administrative personnel will review these policies and procedures with Refuge House staff upon each new hire and at each subsequent review or update of the Disaster Plan. Foster/adoptive parents will receive training by the RH Home Developer during screening and assessment. All foster/adoptive families will be responsible for completing the Foster/Adoptive Disaster and Emergency Plan form provided at the beginning of this document and providing it to Refuge House prior to verification and upon each update or revision of the plan denoted by the plan title (2010-A, B, etc). Foster parents and employees will be provided with the handout "Are You Ready" prepared by the Florida Institute for Family Involvement. Policies and procedures and their Foster/Adoptive Home Disaster Plan form will be reviewed with foster/adoptive parents during biennial reviews in the foster/adoptive home. Foster/adoptive parents must immediately notify Refuge House of any changes in this plan. (Contract Section 30.C.xiii and .xiv, RCCL §749.2801(b))

Threat Specific Procedures

Identification, Location and Tracking of Children/young adults

Foster/adoptive parents will contact Refuge House at the emergency numbers provided below in the event of an emergency resulting in an evacuation of their home. Refuge House Disaster team will maintain and keep a binder including the following: placement papers, Attachment B, a copy of insurance documentation, list of medications, and photos. In the event of a terrorist attack or natural disaster, Refuge House has provided all families three locations they can find assistance, help and shelter:

Main Office -		Meeting Space A	Meeting Space B
5301 Alpha Road. SuiteE80 Dallas, TX 75240	8000 IH 10 West San Antonio TX 78230	5301 Alpha Road. SuiteE80 Dallas, TX 75240	8000 IH 10 West San Antonio TX 78230

In the event that none of the above locations are accessible or safe and a family must evacuation the Region, the family will make their way to the following location:

Out of Region Emergency Location

University of North Texas, Apogee Stadium
1251 S. Bonnie Brae
Denton, Texas 75207

Refuge House will then contact DFPS as soon as possible.

Arrangements for Adequate Provisions: (staffing, shelter, food, transportation, medication, supplies, power, emergency equipment and services)

All foster/adoptive homes will be advised to follow FEMA directions for all emergencies. Foster/adoptive homes will be staffed by foster/adoptive parents. Foster/adoptive parents who are unable to care for the children/young adults placed in their home due to an emergency situation are expected to contact Refuge House at the emergency numbers provided to them and Refuge House will make alternative care arrangements in coordination with DFPS. Foster/adoptive parents are expected to notify Refuge House of any lack of provisions and Refuge House will utilize all resources available to meet the needs of foster/adoptive children/young adults placed with the agency. If Refuge House becomes aware that communication has been cut off, the agency will alert emergency personnel and cooperate and assist with their plans, deploying designated staff to the foster/adoptive home to provide provisions if permitted by authorities.

Threat Specific Procedures

Families who care for children/young adults with primary medical needs are accepting youth who are further at risk during a disaster which affects utility systems due to their disabilities or serious chronic health conditions. These include:

- Children/young adults dependent upon life-sustaining technology (oxygen, ventilators, IV, apnea monitors, and TPN lines);
- Children/young adults who can't be easily moved because of physical fragility;
- Children/young adults affected by extremes in temperatures;
- Children/young adults in large casts or other equipment that impedes movement and carrying;
- Children/young adults who have conditions such as autism, brain injury, developmental disability, head injury, or visual impairment that can make it hard for them to adjust to sudden environmental changes;
- Children/young adults with cancer who are hooked up to IV's and other equipment; and
- Premature babies and other vulnerable children/young adults.

Therefore, these families must communicate their plan to Refuge House to care for such a child in a disaster in to keep them out of a health crisis, prior to the placement of a child who meets the above criteria. This may include, keeping emergency generators on hand, etc.

Provision of Services to Children/young adults during and After a Disaster:

During a disaster:

Should Refuge House become aware of an impending disaster that would affect agency foster/adoptive families or that a disaster has occurred, Refuge House will conduct a needs assessment as soon as feasibly possible. Physical needs will be met first, including the provision of medical treatment, in coordination with DFPS and local authorities using all available resources. Refuge House will collaborate with other agencies and organizations (including the Red Cross, Salvation Army, FEMA, etc) to organize the most effective response and will make every attempt to eliminate delays in the continuation of the delivery of services.

After a disaster:

Families that survive a disaster face days, months, and sometimes years of recovery. For families of children/young adults and youth in substitute care that may have emotional, behavioral, mental, and medical issues, this process can be more difficult. Recognizing this, Refuge House is committed to ensure coordination, technical assistance, resources and support to families impacted by disaster, through:

Threat Specific Procedures

1. Identification and development of partnerships with critical stakeholders before, during and after a disaster;
2. Facilitation of evacuation and locating safe housing for families of children/young adults in care;
3. Assisting and supporting families as they relocate;
4. Linking families with necessary services, including crisis intervention and medical service provisions, including prescribed medication (psychotropic meds, insulin, asthma-related treatments), emergency care, and medical care for children/young adults with primary medical needs;
5. Educating families and staff on navigating the system of care, which may be new to them or may have changed as a result of the disaster;
6. Supporting and assisting families as they enroll their children/young adults in new schools;
7. Listening to parents and children/young adults as they share their stories; and
8. Ensuring families access necessary mental health services for their child and family;
9. Attempt to maintain the services, as required by a court order and/or the child's service plan, for the children/young adults in care after the disaster.

Threat Specific Procedures

Communication with Foster/Adoptive Parents, DFPS/DFPS

1. To contact Refuge House in the event of an emergency:
 - a. Foster/adoptive parents should first attempt to contact their Refuge House Case Manager.
 - b. If unable to reach their Case Manager, or if the emergency occurs after hours, (outside the hours of 8:00 a.m. to 5:00 p.m. Monday through Friday), foster/adoptive parents should contact Michele Gorman @ 972-849-7337.
 - c. If foster/adoptive parents are unable to reach the on-call Case Manager, foster/ adoptive parents should contact either
 - Michele Gorman, Executive Director/CEO at (972) 849-7337,
 - Operations at (972) 662-5112,
 - Administrator at (972) 834-0918
 - Your Case Manager
2. The two emergency contacts employed by Refuge House to be used as emergency contacts for DFPS/DFPS are:
 - Michele Gorman, Executive Director/CEO: (972) 849-7337
 - Administrator at (972) 662-5112 or 972-834-0918

These staff will be available 24 hours a day, for whatever period of time is necessary, immediately following the disaster.

In the event that phones are not working but email contact is available, they may be reached at:

- Michele Gorman, Executive Director/CEO: mgorman@refugehouse.org
- Kelsey Batista, Administrator: kbatista@refugehouse.org
- DFPS website: www.dfps.state.tx.us

3. Michele Gorman, the Administrator and Case Managers are the identified staff members from Refuge House who will organize planning, response, and decision-making process in the event of a disaster. Either Michele Gorman, or the Administrator will contact DFPS/DFPS with the information on the location and condition of children/young adults in care who have been evacuated as soon as the children/young adults reach their evacuation destination, and once per day at a minimum thereafter (unless otherwise instructed by DFPS) to provide information concerning

Emergency Response, Disaster Recovery and Business Continuity

Threat Specific Procedures

the children/young adults in their care until all children/young adults are accounted for. The method for contact will be made according to the procedures outlined by DFPS at the time of the disaster or if provided by DFPS in written policy prior to the disaster (such as a toll-free number at 1-800-252-5400 or website address at www.dfps.state.tx.us).

Threat Specific Procedures

Other Emergency Procedures

Procedure for Medical Emergency

First aid should be administered immediately. 911 should be called if needed and resident should be transported to his/her physician or to the emergency room if indicated. After the child's immediate medical needs have been addressed, contact Refuge House immediately. If hospital admission is ordered, the child's legal guardian/DFPS worker must give approval before the admission occurs.

Procedure for Emergency Involving Emotional Trauma, Suicidal Behavior, Violent Aggressive Outbursts, etc.

Notify Refuge House immediately. If the situation requires immediate medical intervention, transport the child to a medical facility continuing attempts to contact Refuge House. If hospital admission is ordered, the child's legal guardian/DFPS worker must give approval before the admission occurs.

If Disaster Impacts Refuge House Office and/or Employees

In the event of a disaster that affects the Refuge House administrative building, all employees will be notified by supervisory personnel. Case Managers will then be expected to contact foster/adoptive families to communicate the extent of the disaster and its impact on the delivery of services. Michele Gorman or the Administrator will contact Refuge House's RCCL Representative and Residential Contract Manager to communicate to them the extent of the disaster, its impact on the delivery of services, relocation plans, and plans for the storage of records.

Employees may encounter personal problems and issues during a disaster. In this case, employees who are affected by a disaster should contact Michele Gorman, or the Administrator at the numbers above as soon as possible to provide them with information regarding their ability to be included in the provision of services to foster/adoptive families.

Refuge House Emergency Response, Disaster Plan (ERDP)

Refuge House will review the ERDP at least once yearly to ensure that plan remains current and in compliance with applicable contract and licensing standards. The Plan and related Foster/Adoptive home plans will be denoted with the current year and revision (i.e. ERDP 2010-A, B, etc.). Refuge House will ensure that the ERDP, policies and procedures remain current and are reviewed when changes in administration, construction, or emergency phone numbers occur. Refuge House will provide a copy of their disaster plan to foster/adoptive parents and ensure that each home has a written ERDP which will be updated as necessary and at each re-verification. Refuge House will maintain a copy of

Threat Specific Procedures

each home's ERDP in its records, which also indicates receipt and acknowledgement of the related Refuge House Disaster Plan. (Contract Section 30.C.xiii and .xiv, RCCL §749.2801(b))

Situation Specific Procedures

Heating and Air Conditioning Failure or Malfunction

Heating and Air Conditioning become critical equipment when temperatures inside the home become inhospitable and/or dangerous for children in care. If one of these systems becomes inoperable, the main concern is the safety and well-being of children in the home. If the internal temperature in the home is lower than 60 degrees, or higher than 90 degrees for a period of 24 hours or more, then the family/agency must make alternative arrangements for the children in care. The first option would be for the family to find alternative arrangements, hotel or motel, until the equipment is repaired and internal temperature in the home is within appropriate levels. The second option is to place the child/ren in alternative care until the issue is resolved. In no instance should a child be kept in a home for more than 24 hours where the internal temperature of the home is lower than 60 degrees or higher than 90 degrees.

Electrical, Water, Sanitation (Plumbing) Failure or Malfunction

If a basic service in a home becomes inoperable for more than 24 hours, the family/agency must make alternative arrangements for the children in care. The first option would be for the family to find alternative arrangements, hotel or motel, until the equipment is repaired and internal temperature in the home is within appropriate levels. The second option is to place the child/ren in alternative care until the issue is resolved.

Situation Specific Procedures

Attachments to this Plan

Refuge House considers any emergency procedures involving incidents and behaviors to be included in the overall Emergency Response Plan. To that end, the Behavior Management and Incident Procedures are considered attachments to this plan.

****Additionally, if you have a child requiring special accommodations or considerations in an emergency, please be certain that information is incorporated into this plan.****

Notes:

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COVID-19 Addendum

Foster/Adoptive Home Directives:

- Follow all CDC (Centers for Disease Control and Prevention) recommendations on Travel Health Notices (found at <https://wwwnc.cdc.gov/travel/notices>) regarding staff and child travel and subsequent quarantine.
- Post signs at the entrance to your home instructing visitors not to visit if they are ill or have symptoms of a respiratory illness.
- Stay home if you or family members have symptoms of respiratory illness. This includes ensuring that hygiene and food needs are addressed and can be obtained. Contact your case manager if you will need to miss or reschedule appointments, particularly therapy and medication management appointments. Notify your psychiatric professional in order to obtain additional medications if necessary.
- Identify a list of key contacts at your local and state health departments. Monitor local and state public health sources to understand outbreak activity in your community (the CDC website <https://www.cdc.gov/> and Department of State Health Services website <https://dshs.texas.gov/> are excellent resources).
- Be aware of temporary school closures and address how residents will be supervised and kept busy when local gathering places may be closed for public safety. If there is transmission in the community, consult with public health authorities for additional guidance.
- Implement everyday preventive actions. Ensure a clean environment in your home. Perform routine cleaning of frequently touched surfaces (ex. tables, doorknobs, light switches, handles desks, toilets, faucets, sinks) with household cleaners and EPA-registered disinfectants that are appropriate for the surface following label instructions
- Monitor residents for symptoms that resemble those of a disease outbreak. Contact healthcare providers for children with fever or respiratory symptoms and follow medical advice; not all children will need to be seen by a health care provider.
- If possible, identify a place within your home where a resident can be safely separated if deemed necessary by a health care provider, and obtain instructions from them on how best to closely supervise the sick resident in a hygienic manner. Note if disposable facemasks will be kept on-site for use by sick residents. Note if changes to room assignments will be made to accommodate multiple residents with symptoms, and how appropriate supervision will be assured. Note how communal activities such as meals will be handled.

- Plan for the possible need to report cases and transport persons with severe illness to medical facilities.

Agency-specific Directives:

- Follow all CDC (Centers for Disease Control and Prevention) recommendations on Travel Health Notices (found at <https://wwwnc.cdc.gov/travel/notices>) regarding staff and child travel and subsequent quarantine.
- Post signs at the entrance to your operation instructing visitors not to visit if they are ill or have symptoms of a respiratory illness.
- Employees will be given special consideration and will be encouraged to stay home if they have symptoms of respiratory illness. Special case activities will be given due consideration by Agency leadership to enable direct care staff to continue their duties virtually, as they are able, in the case of increased absenteeism caused by employee illness or by illness in employee's family members. Such special considerations include conducting phone and video conferencing with foster/adoptive families and children. Additionally, employees should endeavor to establish and maintain high-speed internet in order to accommodate the remote workload.
- Monitor local and state public health sources to understand outbreak activity (the CDC website <https://www.cdc.gov/> and Department of State Health Services website <https://dshs.texas.gov/> are excellent resources).
- Monitor temporary school closures. If there is transmission in the community, operations should also consult with public health authorities for additional guidance.
- Implement everyday preventive actions. Ensure a clean environment in your operation. Perform routine cleaning of frequently touched surfaces (ex. tables, doorknobs, light switches, handles desks, toilets, faucets, sinks) with household cleaners and EPA-registered disinfectants that are appropriate for the surface following label instructions.
- Keep employees and foster parents informed. Describe what actions the facility is taking to protect them, including answering their questions and explaining what they can do to protect themselves and their fellow residents.
- Maintain close contact with foster homes ensuring communication related to symptoms that resemble those of a disease outbreak. Facilitate contact with healthcare providers for children with fever or respiratory symptoms and follow medical advice; not all children will need to be seen by a health care provider.
- When admitting a child to a foster home, ask questions about relevant symptoms, potential contact with a person showing symptoms of a disease outbreak, and/or travel within 14 days to an area with significant community spread of a disease outbreak. Be aware of health conditions that

would put the child at greater risk for getting seriously sick if they contract the disease (for COVID-19, this can be found at <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html>)

- Plan for the possible need to report cases and transport persons with severe illness to medical facilities.

By signing this document, I agree to abide by the directives indicated in the COVID-19 Addendum above for the duration of the threat. I agree to notify Refuge House and applicable health professionals and/or authorities should I or any household member display symptoms consistent with the COVID-19 virus. I will also notify Refuge House and applicable authorities should I, or any household member, come into direct contact with any person(s) who are diagnosed with the COVID-19 virus.

Caregiver Signature

Date

Caregiver Signature

Date