



Disaster Preparedness & Continuity Plan

1. PURPOSE

This policy exists to help ensure that Children's Forum, Inc. employees understand their roles in an emergency and that Children's Forum, Inc. can function successfully after the emergency has passed, getting back quickly to operations as they were before the interruption. Children's Forum, Inc. believes that individual life and safety take precedence in any emergency situation.

2. SCOPE

- a. This policy applies to all of Children's Forum, Inc.'s employees, management, contractors, interns, and volunteers.
- b. This policy describes the organization's objectives and procedures regarding preparation as well as actual emergencies and disaster situations.

3. RESPONSIBILITIES

- a. Board / Executive Director / Senior Management (collectively, the "Management Team")
 - 1) Establish objectives
 - 2) Approve policy
 - 3) Ensure resources are available
 - 4) Designate the role of specific managers and employees
- b. Operations
 - 1) With management team, develop list of programs and functions that are essential to Children's Forum, Inc.'s survival, as well as the key components (employees, resources, etc.) necessary for continuity
 - 2) Develop procedures for specific emergency situations
 - 3) Develop procedures for alternative approaches to Children's Forum, Inc.'s operations in the event of unforeseen circumstances
 - 4) Annually conduct review and table-top exercises to ensure that elements of this policy function as expected
 - 5) Ensure that employees & volunteers receive any training required for their role under this policy
 - 6) Conduct regular fire drills and other disaster drills and desktop exercises appropriate to the hazards in the area
- c. HR / Finance / IT

- 1) Collect/update contact information for employees and volunteers, and maintain emergency contact list, which can be accessed remotely
 - 2) Maintain emergency contact list of critical funders, vendors, suppliers, and other contacts (such as banking and insurance contacts), which can be accessed remotely
 - 3) Maintain inventory of physical assets for insurance purposes, which can be accessed remotely
 - 4) Routinely test that data backups are accessible and can be restored as needed
- d. Employees & Volunteers
- 1) Understand role in emergency situation and respond in accordance with organization’s policies.

4. DATA BACKUP

- a. All of Children’s Forum, Inc.’s electronic files will be backed up. Employees should not store any organization data on systems that are not backed up. The Forum policy shall be that **all files are stored on protected servers, with personal document storage mapped to a non-shared location on the servers, which is backed up to external physical storage (currently USB drives) for offsite storage.**
- a. Data backups will occur to physical media (such as portable hard drive, etc.), with full daily (or continuous incremental) backup. Financial data should be stored in a transportable format (that is accessible if the financial software is installed on a new computer following a disaster), and must be backed up daily.
- b. Appropriate employees will be able to remotely access files in the event of the physical infrastructure of the organization being inaccessible

5. PHYSICAL RECORDS MAINTENANCE

Because Children’s Forum, Inc. maintains certain original physical documents and records as required by various governing entities and funders, Children’s Forum, Inc. will:

- a. Store important physical documents in containers or cabinets designed to withstand likely hazards
- b. When possible, scan and maintain a copy of each physical document, and store the digital copies in file locations subject to data backup and remote access

6. LIST OF SPECIFIC PROCEDURES

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7. LIST OF ADDITIONAL APPENDICES

- a. Staff and key volunteer Emergency Contact List – Appendix 2

- b. Emergency communication plan [phone tree, designated call-in line, etc.] – Appendix 3
- c. Emergency Contacts List [Insurance, Banking/Payroll, Data backup, etc.] – Appendix 3
- d. Program-specific Alternate Operations / Recovery Plans [as developed per 3.b.3] – Appendix 5
- e. Physical and Software asset lists – Appendix 6
- f. Critical passwords list – Appendix 7

8. GO-BOX

- a. Children’s Forum, Inc. maintains an electronic “Go-Box”, consisting of digital versions of the documents needed to recover following a disaster.
- b. The contents of the “Go-Box” shall consist of this disaster policy (including appendices) as well as:
 - 1) Business-related records such as the IRS Determination Letter, current and previous 990s, current and previous audited financial statements, state business filing records, state tax exempt certificate, documentation of EIN, articles of incorporation, bylaws, and meeting minutes
 - 2) Employee records
 - 3) Donor and sponsor records
 - 4) Client records
 - 5) Vendor records
 - 6) Volunteer records
 - 7) Insurance coverage and contact information
- c. The digital “Go-Box” is available remotely by logging into Dropbox.com with login of *****.



Employee Receipt of Disaster Plan Manual

I acknowledge that I have been advised of, and have been given a copy of the Children's Forum, Inc. Disaster plan and related procedures.

I understand that I am responsible for complying with all of the policies and procedures outlined in this document, with the understanding that individual life and safety takes precedence in any emergency situation.

I further acknowledge that I have been given the opportunity to ask any questions I may have about the application of these procedures to my work.

Print Name: _____

Signature: _____

Date: _____



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Appendix 1a: Medical Emergencies

- 1) Call medical emergency phone number and provide the following information:
 - a. Nature of medical emergency
 - b. Location of the emergency (address, building, room number), and
 - c. Your name and phone number from which you are calling.
- 2) Do not move subject unless absolutely necessary
- 3) Locate the closest AED and First Aid Kit, and send someone to bring them to the scene

If you are not trained in CPR/AED and First Aid, call the following personnel trained in CPR and First Aid to provide any required assistance prior to the arrival of professional medical help:

Name: _____ Phone: _____ AND/OR Name: _____ Phone: _____

- 4) If personnel trained in CPR and First Aid are not available, as a minimum, attempt to provide the following assistance:
 - a. If the subject is bleeding, stop the bleeding with firm pressure on the wounds (note: if possible, use sterile gauze against the wound, and avoid contact with blood or other bodily fluids)
 - b. In the event of choking, clear the air passages using the Heimlich Maneuver
 - c. In the event of cardiac emergency, use the AED, following the diagrams and audible prompts.
- 5) Notify your supervisor or the senior manager on the premises
- 6) After the emergency is resolved, compose some brief notes or an email listing what you observed and the actions you took



Appendix 1b: Fire Emergencies and Building Evacuation

In the event of a fire or other emergency requiring building evacuation, follow the steps below. Even if you are not aware of a fire and don't smell smoke, treat every fire alarm as if there is active fire until otherwise notified.

- 1) If a fire is discovered, immediately activate the building fire alarm and notify site personnel by any other means needed.
- 2) As soon as it is safe to do so, call 911 and provide:
 - a. As much detail as you can provide about the fire (smoke? active flames? any suppression actions taken?)
 - b. Location of the fire (address, building, floor & room number), and
 - c. Your name and phone number from which you are calling (or a cell phone number if you will be evacuating and initially call from a landline phone).
- 3) Fight the fire ONLY if:
 - a. The Fire Department has been notified
 - b. The fire is small and is not spreading to other areas
 - c. Escaping the area will remain possible by backing away from the fire to the nearest exit, and
 - d. The fire extinguisher is in working condition and you are trained to use it.
- 4) When the fire alarm goes off, or if otherwise notified about an emergency that requires building evacuation, occupants must:
 - a. Leave the building using the building evacuation protocol (below)
 - b. Assist anyone who is physically challenged in emergency evacuation

Building Evacuation

The building may need to be evacuated for any number of reasons, not all of which are included in these appendices. In the event of a building evacuation, employees should use the following steps:

- 1) Safely stop your work, if you have time to do so.
 - a. Save your work and shut down equipment (especially any that could be a hazard)
 - b. If safe to do so, quickly gather your personal belongings (such as glasses, prescription medication, keys, purse, etc.). Assume you have no more than 1 minute to do so
- 2) Leave the building through the nearest door with an EXIT sign or via a designated escape route.
 - a. Never use elevators
 - b. Close, but do not lock, doors
 - c. If necessary, use the nearest safe stairway
 - d. Stay low, below smoke levels, even crawling if necessary

- e. Help those who need special assistance, including guests, clients, disabled persons and small children
 - f. Touch closed doors before opening. If the surface is hot, do not open — use another exit route
 - g. Close, but do not lock, all doors as you leave
- 3) Report to the designated assembly area, located at the back of the back parking lot by the dumpster.
- a. Stay in the designated outdoor assembly area for a head count
 - b. Know who is in the building, and provide an accurate head count of those who have reported to the designated area
 - c. Report any missing individuals and last known locations to emergency responders
 - d. Notify emergency responders about necessary information about the facility, including any known hazards, etc. in the buildings
- 4) Wait for instructions from emergency responders.
- a. Remain outside at your designated assembly area
 - b. Do not reenter the building until authorized to do so by an appropriate authority (police, fire department, etc.)
 - c. If this is an extended incident, supervisors may elect to allow staff to leave the site, but staff may also need to work extended hours to help the organization recover from the incident.
 - i. If employees will be allowed to leave the site, document who was initially present, who left, what time they left, how to contact them, and when they are expected to return.



Appendix 1c: Active Shooter

If an active shooter is in your vicinity, you must act quickly to save your own life, as well as the lives of coworkers and clients/guests. If possible, evacuate. If evacuation is not possible, hide out. If you can't hide out, fight back:

- 1) **EVACUATE:** If there is an accessible escape path, attempt to evacuate the premises. Be sure to:
 - a. Have an escape route and plan in mind
 - b. Evacuate regardless of whether others agree to follow
 - c. **NOT** take the time to gather your belongings
 - d. Help others escape, if possible
 - e. Prevent individuals from entering an area where the active shooter may be
 - f. Keep your hands visible
 - g. Follow the instructions of any police officers
 - h. Not attempt to move wounded people
 - i. **Call 911 once you are safe**

- 2) **HIDE OUT:** If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. The hiding place should:
 - a. Be out of the active shooter's view
 - b. Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door, with full file cabinets or concrete block walls to stop bullets)
 - c. Not trap you or restrict your options for movement, if possible
 - d. Allow for the door to be blockaded with heavy furniture
 - e. Permit you to call 911. If shooter is nearby, leave the line open but don't speak, so the 911 operator can hear any nearby activity (most effective if they are already aware of the situation).

- 3) **FIGHT BACK:** As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:
 - a. Acting as aggressively as possible against him/her
 - b. Throwing items and using improvising weapons
 - c. Yelling, taking action to confuse, etc.

Remember, the objective is the safety of yourself and others. If your actions have provided an opportunity, run!

- 4) **Once Law Enforcement arrives:**
 - a. Remain calm, and follow officers' instructions
 - b. Immediately raise and spread empty hands
 - c. Keep hands visible at all times
 - d. Avoid making quick movements toward officers such as running to them and holding on to them for safety

- e. Avoid pointing, screaming and/or yelling
- 5) After the emergency is resolved, compose some brief notes or an email that lists what you observed and the actions you took.



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Appendix 1d: Handling Suspicious Packages

Every employee handling or receiving mail should be alert for suspicious letters or parcels. A suspicious letter or package typically has more than one of the following characteristics:

1. Is unexpected or from someone unfamiliar or who wouldn't normally be contacting the organization via mail
2. Seems unusual for any reason (including odd size, weight, strange stains or odors, has anything protruding from it, or even just feels "off" in some way - trust your judgement)
3. Has special handling notations ("Personal", "Private", "To be opened only by", "Do not x-ray", etc.)
4. Makes odd noises, either when standing alone or if moved
5. Is hand-delivered (other than UPS, FedEx, DHL, etc.)
6. Unusual, overly elaborate, or excessive packaging
7. Excessive stamps or mismatch between stamps and return address

If, upon opening, it contains:

8. A powder or liquid
9. A threat of some kind
10. An object you didn't expect and/or can't identify (especially if not in commercial packaging)

If you receive a suspicious letter or package, follow the following steps:

1. Remain calm – put the package down
2. Don't touch, handle, smell, taste, open, or shake the package or contents
3. Move away from the package, evacuate the immediate area
4. Ensure anyone who has touched it washes their hands with soap and water
5. Notify your supervisor or the senior manager on the premises and call 911
6. If possible, turn off A/C or fans that may circulate any hazardous material
7. Make a list of all people who were present when the suspicious letter or package was recognized.



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Appendix 1e: Extended Power Outage

Our area can be subject to extended power outages. Most office equipment should be protected with uninterruptable power supplies (UPSs), but these provide only a limited time of use, typically allowing for saving current work and shut-down of the system. In addition, phone systems may rely on power, buildings may quickly become unsafe due to heat, etc. In the event of a power outage that lasts longer than 15 minutes,

- 1) Call 850-891-4968 to confirm that the City of Tallahassee utility department is aware that your location is affected, and get an estimate of down time. Inform them of any special needs.
- 2) Ensure that backup generator has started.
 - a. Power is being delivered to the circuits powered by the generator (server room)
 - b. Mission-critical equipment is operating properly under generator power (servers+AC)
 - c. Generator has fuel sufficient for expected outage duration (on city gas lines)
- 3) Verify that no one is trapped in elevators, and signage is posted on any elevators warning employees and guests not to use during the outage.
- 4) Save work and shut down computers. If a single computer and LCD monitor is connected to a UPS, you have between 5 and 15 minutes to complete and save any work and safely shut down the computer.
- 5) Set phone lines to transfer to individual cell phones if outage likely to entail days of working from home.
- 6) Ensure staff know to use doors equipped with non-electronic locks for the duration of the outage.
- 7) Ensure HVAC systems can keep environment comfortable for the expected duration of the outage.
- 8) Encourage any visitors to return on a different day
- 9) Consider releasing non-critical employees for the duration of the outage, especially if they are able to work from home, etc.
- 10) Launch any contingency plans that may be needed for the comfort and safety of clients for the duration of the outage.



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Appendix 1f: Hurricane / Disaster

Disasters can occur at any time. While our area is prone to hurricanes, which allow for a certain amount of planning time, other disasters may similarly impact the organization over a long term.

- 1) If there is warning prior to a hurricane or similar disaster, the following steps will help prepare the staff and facility prior to the incident:
 - a. Building Exterior
 - i. Clean drains' gutters and downspouts of the building
 - ii. Remove antennas and loose objects from the roof
 - iii. If possible, install shutters over glass doors and windows (or use protective material such as plywood)
 - iv. Bring in any display racks, signs and any other loose objects that are normally outside the building
 - v. Secure all items that cannot be brought inside
 - vi. Secure first floor doorways with sandbags, air conditioning foil tape or heavy plastic to protect interior from possible flooding
 - b. Building Interior
 - i. Check all emergency equipment (i.e. fire equipment, first aid kits, flashlights, batteries, emergency water/food supplies, etc.), and replace any faulty, expired, or missing items
 - ii. Move equipment and furniture away from windows and skylights to protect them from water damage; Clear all desk and table tops of small loose items; Box or place any loose papers, books, or other materials that may be damaged by wind or water in desk drawers or storage cabinets
 - iii. Ensure all electrical equipment and appliances are not directly on the floor, and unplug all non-critical items
 - iv. Service and test the building's emergency power generator under load and ensure adequate supply of fuel
 - v. Relocate as many files, boxes, computers, and other office equipment as possible to windowless/interior rooms or to a designated offsite safe location
 - vi. Remove contents of lower file cabinet drawers on ground floor and secure contents at a higher elevation
 - vii. Cover computers and office equipment (copiers, scanners, fax machines, etc.) with heavy plastic and secure with duct tape
 - viii. Close and lock all windows; draw the blinds or drapes
 - ix. Staff to remove as many personal belongings from the facility as feasible
 - x. Turn off circuit breakers for all non-critical circuits and lock all doors
 - c. Management Tasks
 - i. Verify that employee emergency contact information is up-to-date; check on personal evacuation plans and availability following disaster impact

- ii. Verify that contact list of critical funders, vendors, suppliers, and other contacts (such as banking and insurance contacts) is up-to-date
 - iii. Verify inventory of physical assets is up-to-date
 - iv. Complete final data backup once the majority of computer systems are off-line, then test restoration procedures. Ensure physical backup media will be in secure location, and off-site backup can be accessed remotely by key staff
 - v. Alternate worksites for during and post-disaster are considered, and any steps needed to prepare to switch to these sites are taken
- 2) If there is no warning prior to the disaster, determine if building evacuation is needed. If needed, follow the evacuation procedure.
- 3) If a power outage is anticipated, follow applicable steps from the power outage procedure.
- 4) If it is necessary to shelter-in-place, follow instructions from local emergency responders, and:
 - a. Quickly lock exterior doors and close windows, exterior air vents, etc. Have employees familiar with your building's mechanical systems turn off all fans, heating and air conditioning systems, and clothes dryers. In particular, turn off any systems that automatically provide for exchange of inside air with outside air.
 - b. If there are customers, clients, or visitors in the building, remind them that they need to shelter-in-place as well.
 - c. Unless there is an imminent threat, ask employees, customers, clients, and visitors to call their emergency contact to let them know where they are and that they are safe.
 - d. If told there is danger of explosion, close the window shades, blinds, or curtains.
 - e. Gather available essential disaster supplies, such as nonperishable food, bottled water, battery-powered radios, first-aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags.
 - f. Select interior room(s) above the ground floor, with the fewest windows or vents for shelter. Avoid overcrowding by selecting several rooms if necessary. Large storage closets, utility rooms, pantries, copy and conference rooms without exterior windows will work well. Avoid selecting a room with mechanical equipment like ventilation blowers or pipes, because this equipment may not be able to be sealed from the outdoors.
 - g. Move everyone in facility into designated rooms, bringing emergency supplies. Seal all windows, doors, and vents with plastic sheeting and duct tape or anything else you have on hand.
 - h. Write down the names of everyone in the room, and call the designated emergency contact to report who is in the room with you, and their affiliation with your organization (employee, visitor, client, customer, etc.)
 - i. Listen to local news media, or check via the Internet for further instructions until you are told all is safe or to evacuate. Local officials may call for evacuation in specific areas at greatest risk.
- 5) Following the disaster, prepare to return to normal operations.
 - a. Notify key staff to report to duty to prepare facility for regular operations
 - b. Verify facility condition and availability of power (via grid or generator)
 - c. Document any damage with written reports and photos before repairs are made
 - d. [if applicable] Insurance company is contacted

- e. Power up HVAC system as needed to return facility to temperature range suitable for staff and clients
- f. Conduct any repairs and cleaning needed (including specialized cleaning needed after water damage, etc.)
- g. Notify remaining staff regarding expected return to full operations, including when to report to work
- h. Return moved files, equipment, and furniture to original locations
- i. Restore any files needed from physical or online back-up systems
- j. Arrange for any support or flexibility on usual policies that may be needed for employees and families affected by the disaster



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Appendix 1g: Tornado

Tornadoes are funnel-shaped columns of rapidly spinning air, with winds that can reach 300 mph. Tornadoes are produced by certain weather conditions, typically in conjunction with thunderstorms. While they can occur with little or no warning, weather forecasters issue Tornado Watches (meaning tornadoes are likely and staff, clients, and visitors should be ready to take shelter) and Tornado Warnings (meaning that a tornado has been sighted/detected by radar in the area and staff, clients, and visitor should take shelter immediately).

Tornado Watch issued

1. Determine the closest secure location (such as a safe room, interior hallway or stairwell, or the lowest building level) within the building that is capable of sheltering staff, clients, and visitors
2. Notify all staff, clients, and visitors of the tornado watch and the designated shelter location
3. Initiate procedure to verify who is present in facility during the tornado watch
4. Prepare to quickly terminate any work and move to the secure location
5. If the watch period covers the end of a work day or shift, consider alternate plans to ensure that staff and clients will not be at risk because of traveling
6. If traveling by vehicle, pay attention to surrounding conditions, and prepare to find a building capable of sheltering those riding in the vehicle
7. Avoid elevator use, power outages are often triggered by the weather conditions that bring tornadoes

Tornado Warning issued (or tornado sighted)

1. Stay away from, and keep client and visitors away from, any windows
2. Use phone intercom and email to inform all staff, clients, and visitors to immediately move to the designated shelter location
3. Go to designated shelter location. If this is not possible, move to an interior room or hallway on the lowest floor. If possible, get under a heavy piece of furniture
4. Cover up with blankets, coats, etc., as much as possible to protect from flying debris
5. Wait until the storm has passed before allowing anyone to leave the shelter location
6. Verify that all staff, clients, and visitors are accounted for



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Appendix 1h: Bomb Threats

Bomb threats are uncommon, but can be received by any organization. The most common means of delivery is via phone, but threats can be delivered by fax, email, mail, hand-delivered, or otherwise. It is our policy to treat every bomb threat seriously.

If a bomb threat is received:

1. Immediately call 911
2. Initiate a building evacuation (typically the fastest means to do so is by triggering the fire alarm)
3. Do not touch or move any suspicious items or packages
4. Follow directions of emergency responders

If the bomb threat was received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest, while asking:
 - a. Where is the bomb located? (building, floor, room, etc.)
 - b. When will it go off?
 - c. What does it look like?
 - d. What kind of bomb is it?
 - e. What will make it explode?
 - f. Did you place the bomb?
 - g. Why?
 - h. What is your name?
3. Try to keep the caller talking to learn more information
4. If possible, alert a colleague to call 911 or dial 911 from a second phone
5. If possible, record the call
6. If your phone has a caller ID display, copy the number and/or letters on the display
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, call 911, inform them of the threat and that you were the one who received the call
8. Complete the [DHS Bomb Threat Checklist](#) immediately after evacuating. Write down as much detail as you can remember. Try to record exact words or phrases



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Appendix 1i: Epidemics

It is the policy of Children's Forum, Inc. to prepare for possible contagious disease outbreaks (epidemics). While any epidemic / pandemic is unlikely, the most probable outbreak is influenza. We therefore encourage all staff to receive the annual vaccine for influenza.

Condition Level 1 – WATCH (illness levels above normal, but community & organization are not directly impacted)

1. All staff remain on normal work schedules
2. Infection control procedure reminders posted & distributed to all staff

Condition Level 2 – ALERT (illness levels above normal, community impacted, minimal impact on organization)

1. Monitor CDC and state department of health communications for updates
2. Increased infection control (increased handwashing, hand sanitizer use, antiseptic wipe-down of common work area surfaces, etc.)
3. Staff with any known symptoms or with ill family members should contact direct supervisor prior to reporting to work

Condition Level 3 – EPIDEMIC (illness levels well above normal in community, illness present among staff and/or clients)

1. Revised sick leave plan will be implemented, encouraging employees who may be in the contagious stage of the illness to stay home so that they do not infect other employees. The revised policy will also permit employees with ill family members to stay home to care for them
2. For employees who are able to do so, remote work is encouraged when Epidemic conditions are in effect
3. Facility may be closed
4. Non-ill staff may be required to work extra hours and/or staggered work shifts during this period to cover for those out due to illness
5. Any elective vacation leave requests may be rescinded
6. [if applicable] Cache of illness prevention / antiseptic supplies released for use (N95 masks, gloves, hand sanitizer, etc.)

Condition Level 4 – RECOVERY (illness levels are returning to pre-epidemic levels, the majority of staff and/or clients are no longer impacted by illness)

1. Increased infection control remains in effect
2. Disinfection and deep-cleaning of facility if necessary
3. Sick leave plan returns to normal (conditional plan may be in effect)
4. Restock cache of illness prevention / antiseptic supplies



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Appendix 1j: Workplace Threats / Violence

A threat situation exists any time that:

- A client or visitor threatens staff, volunteers, or other clients or visitors
- Threatening or harassing telephone calls, emails, or other communications are received
- There is unwanted pursuit or threats by an outside party who has been observed at or near the workplace
- There are incidents or threats of domestic violence against an employee where it is possible that the threatening party could seek out the employee at work
- An employee has obtained a protective or restraining order naming his or her workplace as a prohibited area of contact

Non-Emergency (threat or hazard) Response Procedure

A non-emergency situation is if one or more of the above occurs but there is no readily apparent immediate danger of harm being inflicted

1. Any employee who becomes aware of a threat situation or believes there are warning signs of a possible threat situation should immediately notify their supervisor (or the senior manager on the premises) and/or HR
2. Supervisor and/or HR conducts preliminary inquiry and makes prompt report to CEO and/or Board Chair
3. If there has been serious misconduct or probable criminal behavior, the CEO and/or Board Chair will contact local law enforcement and take further action as recommended by law enforcement, as well as considering additional security measures and initiating disciplinary action (if appropriate)
4. If there is no immediate threat of violence and no serious misconduct or possible criminal behavior, the CEO and/or Board Chair or their designee will continue investigation and work towards resolving/mediating the matter, including instituting additional security measures and initiating disciplinary action (if appropriate)
5. If an emergency situation develops, follow steps for emergency response procedure

Emergency Response Procedure

A situation is an emergency if an injury has occurred OR there is an immediate threat of physical harm. You should consider your personal safety first in all emergency situations. To the extent possible, you should use the response procedure below:

1. Quickly assesses the situation and risk to yourself and others

2. Call 911 for LE & medical assistance and ensure needs of injured are met
3. Mediate or defuse the situation if doing so does not appear to increase the risk to self, other employees, clients, and visitors
4. As soon as feasible, also immediately notify supervisor or the senior manager on the premises of the situation
5. Once the emergency situation is resolved, the CEO and/or Board Chair or their designee will continue investigation and work towards additional resolution, including instituting additional security measures and initiating disciplinary action (if appropriate)



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Appendix 1k: Crisis Communications

All crises should be reported to a supervisor and the President & CEO immediately. The CEO shall determine who will act as the organizational spokesperson (and back-up spokespeople, if applicable) and be authorized to release information to the media and to the public. All other staff, board and committee members should be professional and helpful to the media by connecting them with the spokespeople, but will neither speak to the media, nor provide any information.

Conduct Situational Assessment – The CEO shall ascertain the scope of the crisis and determine the appropriate response scenario, including developing a crisis response team formed of board members, staff, and others as appropriate.

Communication - Ensuring consistent communication is a priority during a crisis. Depending on the exact nature of the crisis, the CEO and/or crisis response team shall determine how much detail is appropriate for different stakeholder groups to know, from news media to board members, staff, volunteers, clients, or funders.

The spokesperson shall craft messages that have following characteristics:

- Establish a clear position
- Are honest, and will be seen as honest (including when and why information cannot be provided – “no comment” is never a good answer.)
- Are concise
- Look forward to the solution and provided a time frame for the solution if feasible
- Do not assign blame
- Take advantage of the organization's good reputation

Messages will be approved by the CEO and/or Board Chair, as appropriate, prior to going out.