

The Children's Home Society of New Jersey (CHSofNJ)
Emergency Preparedness and Safety Plan

A. Purpose

To conduct business normally during times of crisis, it is imperative for CHSofNJ to develop a plan and develop strategies on how to prepare and take action for emergent situations. All employees, interns, volunteers, and any clients who are typically on the premises during normal day to day operations, must adhere to all safety procedures within this plan. It will provide directives and an organizational operation structure so that the agency can effectively prepare for both **internal emergencies* and **external disasters* that can negatively affect our environment of care. Maintaining safety is a shared responsibility with all CHSofNJ employees.

B. Persons Affected

This plan affects all agency employees, interns, clients, volunteers, and visitors, or anyone on the premises.

C. Policy

In all emergency situations, the safety of our staff and clients is paramount. CHSofNJ will establish and maintain an Emergency Preparedness & Safety Plan designed to manage the consequences of internal emergencies and external disasters that could possibly disrupt the organization's ability to provide client services or perform administrative functions. CHSofNJ plays an important role as a provider of services to the residents of its community. The agency is willing to assist as needed and if possible in case of an external community disaster. Decisions regarding our level of involvement will be determined by the administrative **Emergency Preparedness Team*.

CHSofNJ will introduce the Emergency Preparedness and Safety Plan to all new employees in New Hire Orientation. Reinforcement of this plan will be the responsibility of each individual program when new hires begin working on site at any designated CHSofNJ site.

The agency will provide annual training on the Emergency Preparedness & Safety Plan given by trained security staff under the supervisor of the Director of Facilities/Safety & Security. During training, drills and practice events are likely components to pro-actively prepare for such emergencies.

****Site-Specific Safety & Evacuation Plans will also be referenced for additional guidance****

D. Definitions

Internal Disaster: Any type of event that could cause disruption to the day to day operations of business. Could include: internal facility issues related to fire, flood, client crisis, imminent threat to bodily injury, or medical emergency.

External Disaster: Any type of event that could cause disruption to the day to day operations of business.

Could include: Facility issues related to fire or flood. Severe weather events such as: tornado, earthquake, or severe storm. Community threats to the surrounding area or facility, external threat to bodily injury, or overall security imminent threat or community police presence.

The Emergency Preparedness Team: The administrative team is comprised of The Chief Executive Officer, Chief Operations Officer, The Chief Financial Officer, and the Director of Facilities, Safety & Security.

Communication Methods: The Americans with Disabilities Act (ADA) requires businesses to take steps necessary to communicate effectively with staff and clients with identified vision, hearing, and speech disabilities. The goal is to find practical solutions for communicating effectively, which may vary as resources permit. **Forms of communication may include: written, oral interpretation/translation; sign language; audio announcements; or use of text telephone technology (TTY), or social media.**

One Call System: The agency will send automated ALL AGENCY voice and text messages out to all staff when deemed appropriate. Important messages and instructions will be sent to all signed-up users. ***Please be sure to check with the Emergency Preparedness Team to ensure your cell phone number is registered to receive these important messages.**

G. Program and Site-Specific Emergency Action Plans (EAPs)

In addition to this Emergency Preparedness & Safety Plan, each facility must have a Site-Specific Emergency Action Plan based on the configuration of each particular site. Programs are responsible for having knowledge and insight on how to appropriately conduct drills as instructed by the trained security team. Any new staff on-boarded into a program, must be oriented to the Site Specific Emergency Action Plan which includes lockdown and evacuation procedures.

*****Each CHSofNJ Site/Facility must have an identified, Program Specific, appointed person/s, for emergent decision making. (Ideally, the site Director or site Supervisor would fulfill these roles).**

***** In the event that the designated appointed person is unavailable, a second backup appointed staff member must be outlined in the Site Specific Emergency Action Plan. Identified staff, will work in coordination with the Emergency Preparedness Team on site specific issues that arise.**

In cases where the agency is required by State or Federal contract to adopt additional safety or emergency preparedness measures governing emergency response for clients of specific programs, those plans must be written by the Designated Program Appointee and approved by the Emergency Preparedness Team. In such cases, the program-specific requirements may supersede the general agency plan unless otherwise specified in the program-specific plan. Issues not addressed in a program-specific plan will be governed by this agency-wide plan.

****All Site Specific Emergency Action Plans will reference and outline ADA compliance for accessibility/exit of CHSofNJ facilities. While *communication methods may vary, reasonable modifications will be made to assist anyone with an identified disability to ensure the safety and evacuation of all persons that may need assistance.

Physical Assistance to Safety:

For staff or clients/visitors identified with a disability, please speak with HR or the front receptionist and or the manager of the program if assistance is needed when leaving or entering the building especially regarding mobility issues.

E. Oversight of the Emergency Preparedness and Safety Plan and Facility Security

The Director of Facilities will serve as the Safety Officer for the agency as a whole. The main role is to act as a focal point for promoting general safety awareness at all CHSofNJ's sites, insuring that the sites meet state and local safety codes, insuring that all sites have appropriate equipment to promote safety, and to communicate any known hazards or concerns.

Any concerns must be brought to the attention of the Director of Facilities as soon as they arise to immediately remediate safety issues or possible dangers. The Director of Facilities will also be responsible for conducting, or designating to other responsible staff, a monthly safety check for all facilities. Should a safety issue be identified in the monthly inspection, it is the responsibility of the Director of Facilities to ensure that the issue is promptly remediated.

F. BUILDING SAFETY AND SECURITY: Emergency Procedures and Precautions

Verification of Persons in the Facilities:

CHSofNJ will provide and maintain a Sign-In/Sign-Out Log which will list employees, interns, and volunteers assigned to the facility, and which allows each person to document that they have entered or exited the facility. Each time anyone enters or leaves any facility of CHSofNJ, they must complete this log. When an employee, intern, or volunteer visits multiple locations, they must complete the Visitor Sign In/Sign out log at each site (see below).

As a means of identification, all staff and interns will be provided with a CHSofNJ picture identification card which all employees and interns will be expected to display when in any of the CHSofNJ's facilities. This ID is to be worn at all times while on the premises of any CHSofNJ location and when out in the field conducting official CHSofNJ business. It is important that the ID is visible and worn on the outside of clothing for means of identification.

All CHSofNJ sites and locations, will provide and maintain a Visitor and Client Sign In/Sign Out Log in which all clients and visitors to CHSofNJ will be asked to record their name; the name(s) of any children who are accompanying them; the person, program, or event for which they came to the agency; the time that they entered the facility; and the time that they leave the facility.

*****CHSofNJ staff will ask that all clients and visitors to any facility will complete this log*****

Building Keys and Security Access Codes

The Facilities department is responsible for providing employees with building office keys or security codes when applicable. It is never permissible for an employee to provide keys or building security access codes to any other person not authorized to have them or to provide computer access codes to any other employee or person. If there is reason to believe that keys and/or security codes to any facility have

been inappropriately shared, and/or any person or persons who have access to building keys or codes represents a threat to the security of the agency in any form, it is the responsibility of the Safety Officer to ensure that codes and locks are changed and that employees are provided with new keys and codes.

All electronic HID Access cards are assigned and distributed by the Facilities/Security Department. These cards are to be used by employees to enter/exit internal and external doors at a designated location. Cards are programmed based on employee site assignment. The Facilities/Security department will continue to monitor usage and restrictions as needed.

***HR will maintain a system or checklist of Agency Assets that all New Hires are given during onboarding, including notification when an employee leaves or is terminated.

Escorting Visitors from Reception Area

Clients and other visiting guests should remain in Reception until they are escorted into the client services areas of the building by designated program staff. It is never permitted to have any visitors or clients wander in any office space without being accompanied by a staff person.

Security in Parking Lots and Other External Areas

At all agency sites and at all times, employees are advised to keep aware of personal safety considerations in any external areas such as parking lots. Employees are advised not to leave valuable items in their cars or items in plain sight.

Employees should immediately apprise Site Directors or Site Supervisors of any immediate incidents or ongoing concerns that need an immediate response.

***Should the local police or 911 respond to any event or incident, The Director of Facilities, Safety & Security must be called and notified of any site specific issues that arise.**

Lock-up and Arming/Disarming of Alarm

Designated program employees given the responsibility of holding keys to a building at their primary work site, will receive instruction and procedures for arming and disarming the security system. Unique identifying codes will be given by the Director of Facilities for the purposes of monitoring entry/exit.

If the security alarm does goes off, the alarm company will automatically call the Local Police, who will come directly to the office and investigate. The Facilities Director must be contacted immediately by phone if the alarm was triggered, even if by accident.

The Facilities Director will ensure that the alarm company has a list of agency contacts for each facility and these individuals will be called when the alarm company dispatches the police. It is the responsibility of the person contacted by the Police to go to the site while the Police are present, to determine the extent of loss or damage to the facility, to insure that a police report is filed, and to complete the process of submitting a Critical Incident Report. The responding person should also contact the Chief Executive Officer, the Chief Operating Officer, and the Chief Financial Officer and apprise them of the situation at the facility.

Threatening or Violent Behavior

CHSofNJ is cognizant about the reality of violence in local communities' as well potential violence in the workplace. CHSofNJ is proud of the safe environment we have created. However, if clients or employees engage in disruptive or threatening behavior, situations can escalate quickly if not addressed promptly and appropriately.

CHSofNJ will not tolerate, condone or ignore threatening or violent behavior in the agency or anywhere in the workplace. Violent or threatening behavior in the workplace can generate from various sources, including current and former clients and employees, disgruntled family members or friends, or members of the general public acting randomly. This includes threatening or violent behavior by employees or non-employees (vendors, job applicants, visitors, spouses, etc.) against self, others, agency property, or property on the premises belonging to others. Employees, clients, interns, volunteers, and visitors are prohibited from possession of unauthorized firearms, weapons, or other dangerous items while on the property of any CHSofNJ facility, or while delivering or receiving services form CHSofNJ.

Threatening behavior is defined to include expressed or implied threat to interfere with an individual's health or safety, property or premises, which causes a reasonable apprehension or fear that such harm or injury is about to occur. Violent behavior is defined as the use of physical force or violence to inflict harm to others, to endanger the health or safety of another person or damage property or premises, or restrict the freedom of action or movement of another person. Any employee who experiences, observes, or has knowledge of threatening or violent behavior from another employee, client, or other third party should report it immediately following the procedures outlined in the facility's Safety and Evacuation Plan.

In all cases of actual or imminent threats or violence, the Police must be called. If an employee is involved, the Director of Human Resources will be informed immediately. An immediate Critical Incident Report will be completed, and added to client or employee records for documentation.

Employees who are victims of domestic or other threatening or violent behavior outside the workplace, or who believe they are potential victims of such behavior, and fear it may enter the workplace, are also strongly encouraged to report the situation as soon as possible to their supervisor, so that they may access needed supports and protections, and avert danger to themselves and coworkers. Managers should communicate any and all threats to the Director of Facilities to discuss proper safety planning.

Panic Buttons

All CHSofNJ buildings and site locations are equipped with panic alarm buttons that will dispatch the local police department when activated. Locations of each button and the type of panic button is site-specific and possibly in different distinct locations at every site. **(Refer to Site-Specific Emergency Action Plans)**

Cyber-Stalking and Cyber Safety

The increasing use of new communication technologies (including cell phones, smart phones, email, texting, personal digital assistants, social networking sites, message boards, and other internet applications) increases the possibility that they can be used improperly by an employee, client, or a third party for harassment, cyber-stalking, or other threatening behavior. These behaviors may stem from persons for many reasons. Cyber-stalking can be defined as any unsolicited or inappropriate

communications from one person to another that occurs frequently. These communications include the acts and/or threats or implication of bodily harm, property destruction, or verbal/ physical intimidation. Cyber-stalking may also include violating personal/ work e-mails or computers, sending sexually explicit pictures or text; or sabotaging electronic documents. CHSofNJ takes cyber-stalking seriously and anyone who is a victim or a witness—whether at home or in the office—of cyber-stalking or cyber threats related to workplace activities should contact their supervisor and the Director of Human Resources immediately. No employee should try to resolve cyber or physical stalking or harassment violations alone.

EMERGENCY PROCEDURES

The State of New Jersey has a statewide 911 medical, police, and fire emergency systems in place. CHSofNJ employee procedures for Police-Fire-Medical emergencies are as follows: **In case of emergency call for emergency assistance through 911 immediately or, where available and appropriate, use the pull fire alarms.** In the event of emergency, any employee can make the decision to place a 911 call without hesitation and without the need to consult with a supervisor.

Fire Emergencies

CHSofNJ uses the R.A.C.E system, an OSHA approved procedure for managing fire emergencies.

1. **Rescue/Remove** anyone who may be in immediate danger from the fire. Provide assistance to children and any person who has ambulatory problems to help them quickly and safely leave the area.
2. **Alarm/Alert** the fire department. If the facility has pull alarms activate them, if not, call 911 to report the fire and alert others to evacuate the building.
3. **Contain** the fire if possible by closing doors and windows in both the area where the fire currently is and throughout the building to help slow its spread.
4. **Evacuate** the building using the evacuation plan for the facility with all people in the building meeting at the designated meeting place for the facility. The Staff Sign In/Out Log and the Client and Visitor Sign In/Out Log should be taken during the evacuation as a means of verifying who was in the building at the time of the evacuation.

*******Although equipped with fire extinguishers at each location, staff are not permitted to use any fire extinguisher or expected to extinguish a fire. Fire extinguishers are for the use of trained professionals. Failure to use a fire extinguisher properly could result in an injury.**

Water Emergencies

In cases of water emergencies (flooding, broken pipes) follow the **Site Specific Emergency Action Plan**, if needed. If there is no water in the building, the Chief Financial Officer in consultation with the Chief Executive Officer and Director of Facilities will make a determination to close the office depending on the length of time it takes to make repairs. In case of a natural or man-made disaster or other life-threatening situation, staff or front desk will alert the Emergency Preparedness Team to decide on the next steps.

*Severe Weather or Weather Related Alerts/Warnings

Severe weather can be unpredictable and happen suddenly. When severe warnings and alerts such as possible tornadoes, high winds, damaging hail, etc. arise, it may be best to shelter in place until the threat subsides. (Emails or use of the One Call System may be used when possible and if time

permits). *Please use caution when deciding to leave any CHSofNJ building and when planning your travel accordingly.

Earthquakes

A sudden earthquake can be confusing and disorienting. If inside, find a safe place such as under a sturdy table or desk, a doorway, or away from falling objects. Stay away from outer walls, windows, or hanging objects. CDC recommends: **DROP, COVER, and HOLD ON.**

When the shaking stops, and when safe to do so, evacuate the building immediately using the evacuation route designated for your office. Once outside, proceed to your gathering location for head count.

*Due to the risk of possible aftershocks or reoccurring earthquakes, return to the building only after clearance from building management or fire department.

***It is important to note, that even though other neighboring businesses or tenants do not evacuate, CHSofNJ has a policy in which we must do so for the safety of our employees. (Follow re-entry procedures listed below).

RE-ENTRY TO AGENCY PROPERTIES AFTER AN EVACUATION

An **"All-Clear"** message must be issued prior to re-entry.

In the event of a true fire emergency, this "All-clear" must be issued by firefighting professionals on-site.

In the event of any other evacuation event initiated by a lack of building safety, the following responsible parties should be sought out for guidance (in order listed):

- 1) Professional Fire Personnel – If present on site
- 2) Building Management
- 3) Director of Facilities, Safety & Security or Safety Officer– If prior two responsible parties are unreachable.

This being stated, all building management personnel were made aware of our procedures. The contact info for those responsible at each site:

- WIC - Mercer County-609-649-2022
- Ocean – Levin Property Management 908-755-2401 ext. 239 or ext. 285
- Anchor – JMC Property Management 732-881-6072
- North Ward – CHS Director of Facilities, Safety & Security- 609-915-0852
- 635 S Clinton - CHS Director of Facilities, Safety & Security-609-915-0852

Please note- Site-supervisors/managers are encouraged to call for appropriate evacuations at the time of any true emergency which puts personnel in danger if occupancy persists. Managers must "err on the side of caution" and can consult with the Director of Facilities as needed.

Communicable or Air Borne Disease

Please reference all policies and procedures. All employees are expected to follow and understand their responsibilities of controlling the spread of any communicable disease.

Bomb Threat

If a bomb threat is received, each facility will use the identified site-specific **Safety and Evacuation Plan**, which will include contacting the Emergency Preparedness Team and the local police department. Staff members will maintain a calm environment. If a decision is made to evacuate, employees will do so as instructed in the Safety and Evacuation Plan. **Employees should make note of any unusual looking item if observed, but must not touch or disturb it in any manner.**

*Active Shooter

Annual staff training will be conducted as a means of preparation and proactive planning should we encounter this type of immediate response. Fight or flight training will be a part of the training.

First Aid Response

Employees who have a professional and/or work-assigned 'duty to act' in the delivery of first aid in the event of an emergency shall have that responsibility specified in their job description. Employees who have licensure or who have received training but whose job descriptions do not require they perform this function are not obligated to render first aid or CPR to clients, or co-workers, and do so at their own discretion as defined by the "Good Samaritan" Act.

CHSofNJ sites are equipped with AED or automated external defibrillator is restricted to use by certified staff (see site specific plans for locations of this medical device).

First Aid Kits

In case of illnesses, accidents, or medical emergencies there are first aid kits and defibrillators located strategically throughout each building. The Facilities Director is responsible for determining the contents of each kit and for assuring that adequate supplies are maintained. The content of the kits must meet OSHA workplace standards. Every employee is responsible for knowing the location of First Aid Kits and defibrillator in their assigned facility. Supervisors in their unit meeting or agency staff meeting must review placement of First Aid Kits yearly.

Emergency Planning During Home Visits

Prior to going out in the field, employees must notify their immediate supervisor when scheduled to visit or conduct an off-site home visit. For safety reasons, knowing your whereabouts is extremely important.

If an altercation and/or violence erupts while an employee is on a home visit, do not confront or intervene with any person involved in the altercation or incidence of violence. Employees conducting a Home Visit should immediately assess the potential danger to themselves, as well as to children and family present. They should further inform the parent that they must go, and immediately remove themselves from the situation by going to their car and leaving the immediate area. If violence has occurred, call 911 and alert

Communication by Staff Regarding Safety Concerns

CHSofNJ maintains open communications whereby all staff are free to express any questions and concerns to the agency leadership about ongoing safety concerns or during time of emergency. Safety concerns must be reported to the Director of Facilities and Human Resources.

Communication with Public Regarding Emergency Closings

All communications regarding emergency situations, both within and outside the agency, will be approved by the Chief Executive Officer. **The agency website and social media avenues will be updated accordingly.**

CHSofNJ can deliver emergency messages through local radio stations. In Ocean County, three radio stations (105.7, the Hawk; 94.3 the Point; 92.7 WOBN) may be called or advised electronically about changes in status for emergency purposes. In Mercer County, (88.1 WNJT; 101.5 WKXW).

Communication with Clients on site at CHSofNJ

When possible, a sign will be placed prominently at the front door to alert visitors about emergency closings and expected date of re-opening. Signage in Spanish and other languages will be posted as needed and when time permits and given the nature of the emergency.

In accordance with ADA requirements, CHSofNJ will make reasonable accommodations to notify anyone on the premises with an identified disability, of an emergency closing or evacuation. Communication methods may vary based on the identified emergency. Forms of communication may include: written, oral interpretation/translation; sign language; audio announcements; or use of text telephone technology (TTY), or social media.

Physical guidance or assistance may be necessary from staff as a means to escort clients or visitors to safety. Forms of guidance may include assistance of a client/visitor using a mobility device including; wheelchairs, walkers, canes, crutches, or braces.

Coordination with Outside Agencies

Copies of this plan will be provided to state, federal, or private sector funding partners as may be required by law, and may be provided to local emergency responders and to other agencies with which CHSofNJ coordinates services at the discretion of the Chief Executive Officer.

When Visitors are in the Building and an Emergency Develops

Whenever there are visitors or clients in the building, they must be accompanied by a CHSofNJ staff member. Should an emergency develop, ALL visitors must follow the agency evacuation plan or emergency response plan as applicable for staff. Ultimately, we want our families and clients to act in accordance with agency policies to keep everyone in the buildings safe.

Incident Reporting

In all instances of client or employee injury or medical/psychiatric emergency, damage of loss of agency or personal property, or any involvement with police, fire, or ambulance services, a Critical Incident Report must be filed in accordance with the Agency's Critical Incident Reporting Policy (see policy & procedures compliance).

Duty to Warn

In any instance where the client has made a credible threat to harm himself or another person, follow the agency policy on Duty to Warn (see ADP for identified policy), which has a notification procedure included. Agency policy follows state laws on Duty to Warn.

Emergency Signage

Emergency preparedness information will be displayed in both English and Spanish in the reception and emergency exit areas of each agency site. The Emergency Preparedness Team will determine if additional emergency signage is needed in other languages or to address other impairments. Topical information is sent to parents and providers on an as-needed basis. Non-English speaking families will receive the same outreach as English-speaking families.

Emergency Announcements or Client Translations for English Language Learners

We continue to work on developing long-term staffing to fulfill positions where language issues are a concern. As we continue to serve an ever-increasing number of clients with limited English proficiency, we will make emergent announcements in multiple languages when our ability to do so permits. Staff should immediately report to senior staff any urgent situations involving language interpretation or translation issues.

EMERGENCY DRILLS AND TRAINING

Informing Staff of Emergency Preparedness & Safety Plan Contents

The agency's Emergency Preparedness Plan will be introduced to new staff as part of their New Hire Orientation. The contents of the Emergency Preparedness and Safety Plan will also be discussed periodically and at least annually as part of staff meeting. Records of attendance and documentation of content, will be maintained by the Director of Facilities. All staff members are responsible for knowing the contents of the overall Emergency Preparedness and Safety Plan.

Staff training on ADA compliance and requirements are a vital component to emergency planning. Understanding how to assist all people to safety is critical. Modifying practices and communication methods will vary.

Emergency Drills

CHSofNJ will conduct emergency drills each year to prepare employees in the event of an actual emergency. CHSofNJ will provide training on emergency preparedness quarterly, and will maintain records of dates of drills and training; subjects covered, and staff attendance. Unannounced evacuation and fire drills are held annually, no less than four months and no more than eight months apart. Employees are expected to familiarize themselves with evacuation signs and the route to the nearest emergency exit.

The Director of Facilities and facility team will assess all CHSofNJ locations, to determine adequate accessibility of emergency exits. Any architectural barriers or means of egress will be evaluated to ensure compliance with ADA requirements.

First Aid Training

The agency will offer training annually on First Aid, CPR, and Blood-Borne Pathogens. The agency's aim is to have at least 2 or 3 staff members per office site who have been trained in CPR, First Aid, the Heimlich Maneuver (at sites where food is served to clients), and proper use of an Automated External Defibrillator (AED). The **Director of Human Resources** will maintain for agency reference purposes an up-to-date list of which employees have current first aid certifications or training, as well as which employees have medical training (such as nursing licensure). Human Resources will notify all staff of those who are trained at each site by an e-mailed list each year.

I. SUCCESSION PLANNING AND RECOVERY

Succession Plan and Management Roles to Continue Core Agency Functions

Clear lines of succession and roles for management are necessary to continue the agency's ongoing core functions as well as implement emergency protocols if a member of the management team is unavailable to make decisions. In the event that the Chief Executive Officer is unable to carry out core responsibilities, Chief Operating Officer will assume Executive responsibilities on an interim basis. In the event the Chief Financial Officer cannot carry out core responsibilities, Chief Executive Officer will work with the auditor, JHCohn, to secure interim coverage.

In the event other senior management, key personnel, or ranking staff person at satellite sites cannot carry out core responsibilities, the Chief Executive Officer will make a determination regarding interim succession roles and responsibilities. Chief Executive Officer presents the Board CEO Evaluation Committee with a written succession plan for senior management that is revised yearly.

***Each individual program will develop their own plan for succession and planning in the event of an emergency. Please follow up with your program Director in learn more about who to contact in your program.**

Changes to Core Services in the Event of Disaster or Emergency

If a disaster or a major emergency occurs, hours of operation may be changed, and less-than-essential services may be temporarily modified or discontinued until the situation allows for resumption of full program ability. The Chief Executive Officer will determine whether any less-than-essential services are to be affected and, if so, when. Staff members normally involved in provision of services determined to be less than essential may be asked to make themselves available for other duties. In the event of emergency changes to staff hours or responsibilities will be handled in a manner consistent with provisions of the union-negotiated contract.