

Procedure: 3.00.04 Hurricane Emergency Procedures

Policy Reference: 3.00.00 Risk Management

Origin: Administration

Oversight: Director of Administrative Services

Implementation Date: July 15th, 1996

Last Revision Date: July 1st, 2008 (*last revised July 1st, 2007*)

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Purpose

The Hurricane Emergency Procedures will outline the Center's general response in the event of a hurricane emergency threat. As hurricanes are unpredictable and subject to sudden changes, the procedures are to be used only as a guideline and may be subject to change as the situation presents itself. The procedures are to be reviewed at least annually, and updated and revised as required.

Definitions

Bedding Materials – May reference fold out cot; sleeping bag; and/or one to two blankets, and a pillow.

Center – The Gulf Coast Center; also referenced as GCC

Center's Catchment Area – Galveston and Brazoria Counties

Critical Services – Refers to services necessary to primary care of individuals and/or crisis response. Does not include Center operated residential programs/consumers.

CSC – Community Service Center (Mental Health)

CSS – Community Support Services

DADS – Texas Department of Aging and Disability

DSHS – Texas Department of State Health Services

EBA (Expense Bank Account) – Program bank accounts established at local community banks for specific or emergency purchases by Center programs and services.

Emergency Supplies – For all Center programs; emergency supplies refers to first aid kits, flashlight(s), batteries, fire extinguisher, etc. For residential programs only; emergency supplies must also include food and water, one battery operated radio, batteries, and other basic food and security necessities needed for the number of persons involved for a minimum of five days.

Emergency Telephone Pyramid – Staff and telephone contact numbers for Center programs and services; which shows the order by which staff and other necessary personnel will be contacted in the event of an emergency. Also included is the designation of responsibility for securing key program and service materials; such as consumer listings. The centerwide Emergency Telephone Pyramid identifies the key personnel and telephone contact numbers for use in the event of a centerwide emergency or public relation issue.

Essential Staff – Refers primarily to Center executive management staff. May also refer to staff scheduled to accompany or coordinate consumers during the storm.

ETBHN – East Texas Behavioral Health Network; East Texas regional cooperative of community centers of which the Center is a member.

Executive Management Team – may also be referred to as the EMT; consist of senior managers of the Center: Executive Director, Deputy Executive Director, Director Human Resources, Director Administrative Services, Director Legal Services, Director Business Support Services, Director Provider Services, Director Substance Abuse Recovery Services, and Director Mental Health Adult Outpatient Services.

FEMA – Federal Emergency Management Agency

HHSC – Texas Health and Human Services Commission

High Risk Area – Refers to areas in the direct path of a storm, areas ordered to be evacuated, and/or flooding or high water is possible.

Hurricane – Severe tropical weather system as defined by the National Weather Service. For these procedures, this may include any identified tropical weather activity such as tropical wave, tropical depression, tropical storm, and/or named hurricane.

Hurricane Readiness Teams – Center staff(s) designated to assist in boarding and/or securing Center facilities, equipment, and vehicles. Each facility and primary service areas must be represented on teams.

Hurricane Readiness Materials – Materials located at each facility or other near-by identified location, used in securing and boarding Center facilities in the event of a hurricane emergency.

IHFS – In Home Family Support

Key Personnel – Refers to Center Board of Trustee members, appropriate medical staff and hospital personnel, as well as local public officials.

MIS – Management Information Services

Petty Cash – Small cash amount in programs primarily for use for consumer emergencies or activities.

Priority Staff – Those staff previously identified and approved as having a need to be dismissed first due to their personal or living situation. Staff who believe, that due to their personal or living situation, they would qualify as a "priority staff", must notify their primary supervisor, their area supervisor, and Human Resources in writing as to their situation and request designation approval. Any staff whose primary living residence is in a category 1 risk area (as designated by the appropriate emergency agency) will be given first consideration for designation as a priority staff. However, the staff must notify their primary supervisor, their area supervisor, and Human Resources in writing of that situation as noted above. All requests must be made in writing and presented prior to the start of hurricane season and received no later than June 15th of each fiscal year. Designation of "priority staff" does not eliminate a staff person's responsibility or job duties; and as needed, "priority staff" may be asked to return after securing their personal situation to assist in the Center's response.

Phase Down – Refers to the period and activities that will occur prior to the Center's operations being closed completely in response to a hurricane emergency. May include non-medical care activities being discontinued, consumers being sent home or assisted with emergency information, or staff being reassigned to critical service areas to assist and/or provide additional support. Does not include Center operated residential programs/consumers.

Residential Programs/Consumers – Refers to Center operated residential programs and consumers previously identified as needing the Center's assistance to be relocated in the event of a storm.

State – State of Texas

Storm Period – Covers the period beginning at the point in time that all or part of the Center's catchment area becomes at risk of a hurricane strike and continues through to the time the Center returns to operations.

Responsibility

It is the responsibility of the Center's Executive Director or his/her posted designee to issue the final decisions with regards to the closure and/or re-opening of the Center and its services. It is the responsibility of the

Center's Executive Director or his/her posted designee to assure that all appropriate staff and personnel are kept informed through-out the hurricane emergency.

It is the responsibility of the Director of Administrative Services to develop procedures that provide a guideline for all Center programs and staff to follow in the event of a hurricane emergency. Annually at the beginning of hurricane season, the Director of Administrative Services will assure that all Center staff are informed and knowledgeable of the Center's Hurricane Emergency Procedures. Additionally, the Director of Administrative Services will assure that a centerwide Emergency Telephone Pyramid (Attachment #1) is maintained and appropriately distributed. Center staff are responsible for assuring that their correct address and phone number(s) are on file with Human Resources and their appropriate program. To change or update their personal contact information, staff must complete and submit a Personnel Action Sheet to Human Resources.

The Center will also develop alternate means of communication for use in the event of a major disaster. The Director of Administrative Services will distribute this alternate communication information to all staff and other appropriate personnel. This will include utilization of the Center's website, alternate Center email address, local newspaper and news radios, as well as transfer of the Center's crisis phone number to another community center. The Director of Administrative Services or other designated personnel from the Center's MIS Department will utilize the Center's website to post status information on the Center and its services. The alternate Center email address (gccdads@yahoo.com) will be utilized in critical emergency situations only and only when the Center's primary network system is not available or operational. Utilization of the alternate Center email address will cease immediately upon the Center's primary network system becoming operational. The alternate Center email address will be for Center staff and key State contract personnel (DSHS, DADS, HHSC) to contact the Center for information, emergency instructions, or status reporting. Access to the site to retrieve and respond to correspondence received will be restricted to the Executive Director, Deputy Executive Director, and Director of Administrative Services

It is the responsibility of the Director of Administrative Services to assure that all Center facilities, properties, and equipment are properly and adequately insured. Insurance coverage will include general property, general and professional liability, flood, and windstorm and hail. Coverage will be reviewed annually to assure adequate and complete; and adjusted as necessary.

It is the responsibility of the Director of Administrative Services and the Asset Manager to assure that Hurricane Readiness Teams are staffed for each facility and primary service areas. These teams will provide assistance in assuring that Center facilities are properly secured and boarded as required. These teams will also provide assistance with securing Center equipment and vehicles as instructed. As assigned, primary coordination of the Hurricane Readiness Teams will be under the direction of the Center's Asset Manager.

Annually, designated members of the Center's Executive Management Team will be responsible for assuring memorandums of agreements with local city and county offices for evacuation assistance are completed; staff are identified to assist in the event of an evacuation; and alternate service and evacuation sites are in place.

Annually, the Center will designate contacts – at least one primary and one secondary staff person - who will work with the State Disaster Assistance Program in providing crisis coverage and assistance as needed in the

event of a designated emergency, and coordinate the Center's participation in State and/or FEMA emergency response as requested. As a part of the Center's participation in any State and/or FEMA emergency response, Center staff will be requested to provide the needed crisis coverage, and will continue until such time that our services are no longer needed or other staffing arranged. The Center may be requested to provide crisis assistance to areas outside its catchment area in the event of a major State emergency. The Center's designated contacts will act as the primary contacts to the State and/or FEMA in the event of an emergency response.

General Center Procedures for Hurricanes

The following outlines the primary steps that would be taken in the event of a hurricane emergency. As hurricanes are unpredictable and subject to sudden changes, the following are to be used only as a guideline and may be subject to change as the situation presents itself. The Center's response will be primarily dictated by and responsive to the category level of threat, the communities call for evacuation, and percentage risk of landfall in or reasonably near the Center's catchment area.

Prior to the Start of Hurricane Season

- Identification of consumers and/or families needing evacuation assistance
- Assist with consumer and/or family enrollment in available community evacuation assistance
- Identification of staff to assist with the Center's evacuation activities
- Identification of evacuation equipment and supply needs
- Review of facility securing materials and supplies
- Completion of memorandum of agreements
- Location(s) for vehicle storage identified
- Crisis response training support and assistance to Center staff and community agencies

Hurricane Threat Develops

- Essential staff placed on alert
- Program and Service Area Directors contacted
- EBA's and Petty Cash funds replenished
- Programs review emergency supplies and re-stock as needed
- Vehicles reviewed, fueled, and readied
- Begin notifying consumers and families to prepare for emergency
- Area agencies contacted for available assistance for consumers and families
- Begin initial work on facilities and properties
- Key personnel notified of preparations
- Final listing of relocated consumers and accompanying staff provided to essential staff
- Center operated Residential programs prepare for relocation
- Identified Center evacuation consumers placed on alert
- All outside items, furniture, and equipment cleared or secured at each facility
- Communication initiated with appropriate local emergency and/or county personnel
- Regular updates / status reports provided to all Center personnel

Hurricane Watch Declared

- Facilities secured
- Essential staff placed on notice
- Center operated Residential programs relocated
- If evacuation called, identified Center evacuation consumers relocated
- Emergency telephone pyramid initiated
- Programs and transportation begin phase down
- Consumer work crews dismissed
- Post storm contact numbers/locations distributed
- Listing of alternate service sites finalized and distributed
- Computer data systems backed up as required and secured appropriately off-site
- Priority staff excused

Hurricane Warning Declared

- Final check on facilities
- Transfer of the Center's 1-800 crisis phone number
- Programs and transportation discontinued
- Remaining vehicles secured and distributed
- Remaining staff dismissed
- Essential staff come on duty
- Red Cross or appropriate local emergency agency contacted for shelter information
- Key personnel informed of status

Post Hurricane

- Facilities inspected and damage assessed
- Insurance company notified
- Storm equipment removed
- Center programs and transportation resume
- As safely appropriate, evacuated Center operated residential consumers returned
- As safely appropriate, evacuated Center consumers returned
- Work with State Disaster Assistance Program in area crisis coverage response
- As requested, provide crisis coverage assistance at designated FEMA locations
- Alternate service site locations accessed and posted as necessary
- Center consumers and families contacted
- Key personnel notified of damage
- Evaluate procedures and prepare report for Executive Director
- Recognize volunteers and/or emergency crews
- Participate in local emergency response and support

As the Center's services are continual, every effort will be made to maintain critical services in operation as long as safely possible. Again, the Center's response will be primarily dictated by and responsive to the category level of threat, the communities call for evacuation, and the percentage risk of landfall in or reasonably near the Center's catchment area. As the hurricane develops and approaches the Galveston and Brazoria county areas, programs and operations will begin phasing down when a watch is declared. All non-critical services will be phased down first. Phasing down will include non-medical care activities being

discontinued, consumers being sent home or assisted with emergency information, or staff being reassigned to critical service areas to assist and/or provide additional support. Priority will be given to those programs and operations in high-risk areas or in the path of the storm. Program directors or his/her designee will notify one of the essential staff when their facility is finally completely secured and phased down to closure.

Every effort will be taken to assure that information is distributed and communicated in as quickly a manner as possible and will be done using the Center's centerwide Emergency Telephone Pyramid as a guideline. Following the storm, the Center will use all means of communication available including the Center's website, alternate Center email address, newspapers, radio stations, and TV to distribute information to staff, consumers, and families. The Center's primary news radio station for use in posting Center information will be KTRH 740 News Radio. In the event that communication fails prior to the completion of instructions, staff should prioritize the safety of themselves and their consumers first and act accordingly, using these procedures as a guide. The Center will utilize developed alternate means of communication for use in the event of a major disaster. The Center's 1-800 crisis number will be transferred to a designated center member of the ETBHN; who will continue to answer the 1-800 crisis number through the storm period. The Director of Administrative Services or other designated personnel from the Center's MIS Department will utilize the Center's website (www.gcmhmr.com) to post status information on the Center and its services. Information on start up, closures, staff contact instructions, and consumer contact instructions will be posted on the Center's website. The alternate Center email address (gccdads@yahoo.com) will be utilized in critical emergency situations only and only when the Center's primary network system is not available or operational.

Utilization of the alternate Center email address will cease immediately upon the Center's primary network system becoming operational. The alternate Center email address will be for Center staff and key State contract personnel (DSHS, DADS, HHSC) to contact the Center for information, emergency instructions, or status reporting. Access to the site to retrieve and respond to correspondence received will be restricted to the Executive Director, Deputy Executive Director, and Director of Administrative Services

To further assist in distributing and receiving communication, the Center's Director of Administrative Services will post and receive Center and Center program related messages on a designated phone number. At the time of this posting, (409) 763-2373 will be the primary number. Staff may call the phone number for updates, and leave messages of their program's status. Staff may not leave personal messages or use this phone number to inform the Center of their situation of return to work.

Center services will resume immediately following a storm as safely possible. Each staff is required to contact their primary supervisor within twenty-four hours following the storms passing to advise of their situation and obtain return to work information. Staff failing to notify or contact their primary supervisor or the Center's Human Resource division within seventy-two hours of the storm's passing could be subject to personnel action, up to and including termination.

In the event that any part of the Galveston or Brazoria county areas are declared a disaster area or suffer major damage, the Center will participate as requested with local, state, and federal emergency response teams in providing needed assistance for the term required to affected community residents. The Center's Director of Administrative Services will act as the primary contact in receiving and distributing information in this effort.

Center Operated Residential Programs Relocation

Relocation of Center operated residential programs and consumers will begin immediately upon a hurricane watch being declared for the Galveston and/or Brazoria area; or as instructed by the Executive Director or his/her designee. Residential program supervisors will prepare and maintain a listing of those consumers who would participate in the emergency relocation process. Additionally, supervisors will prepare and maintain a listing of attending Center staff to accompany those relocated. Copies of these listings are to be provided to essential staff upon completion, and updated as necessary. Center vehicles may be re-assigned to accommodate the relocation process. The residential program supervisors or his/her designees are responsible for assuring adequate vehicles are available for transportation. All individuals relocated and accompanying staff should bring all required medications, basic bedding materials, clothing, and personal hygiene items. The length of time that residential programs and consumers will be relocated will be dependent on the storm and damages.

Relocation for Center operated residential programs will be completed in two phases:

PHASE ONE of the relocation process will consist of the coordination of Center operated residential program and consumers to initial facilities. At this time, the Center's only Center operated residential program is the Transitional House in Galveston. During Phase One relocation, in the event the Center's catchment area is at risk for a Category 3 or lower hurricane, the Transitional House program, consumers, and accompanying staff will be relocated to Lone Oak Ranch in Santa Fe to ride out the storm. Due to the Transitional House's location on Galveston Island and the risk of flooding; the program, consumers, and staff must relocate during this time. Relocated programs, staff, and consumers will be responsible for assuring all needed food and supplies, bedding, necessary client information, and adequate staffing. During Phase One relocation, staff and consumers should prepare for an estimated three to five day relocation.

PHASE TWO of the relocation process will go into effect should the Center's catchment area be at risk for a Category 4 or higher hurricane; or the local or State officials have called for a mandatory evacuation. During Phase Two relocation, the Transitional House program, consumers, and accompanying staff will relocate to a pre-determined site outside the Center's catchment area and not in the direct path of the storm. Preference will be given to sites located within reasonable distance of a medical center, provide adequate sleeping and bath accommodations, as well as near another community center so as to be able to access service assistance. Upon returning from the designated relocation site, PHASE ONE may be re-implemented until all relocated residential programs and consumers can return safely to their regular living arrangements. During Phase Two relocation, staff and consumers should prepare for an estimated five to ten day relocation.

Other Center Consumer Evacuation Assistance

Annually, the Center will make available educational materials on hurricane preparedness to consumers and families. Consumers and families will be encouraged to evaluate their needs and prepare accordingly. The Center will provide assistance to consumers and families with accessing available community evacuation opportunities. Prior to the start of the annual Hurricane Season, consumers and families will be provided educational information on the State's 2-1-1 community resource database system; as well as other similar system's specific to cities and areas within the Center's catchment area.

Consumers and families will be encouraged to register with these systems. The 2-1-1 system is a statewide system, focused on persons with special needs who will need assistance in the event of an order to evacuate due to a hurricane threat. Doing so registers the need and assist cities and counties to adequately plan and prepare. To register, dial 2-1-1, and after a few seconds the caller will be asked a few questions. All individuals who may need assistance are strongly encouraged to register early, so that adequate preparations can be made in the event an evacuation becomes necessary.

Within this pre-hurricane consumer educational process, Center staff will complete a Consumer Evacuation Recommendation Form (Attachment 2) on each consumer identified as possibly needing special needs assistance in the event of a hurricane evacuation order. Through the completion of this form, Center staff will identify special needs, and make recommendations for the consumer's evacuation. After the completion of the Consumer Evacuation Recommendation Form, for those consumers meeting the State's definition of Special Needs, having no means of evacuation, and evaluated as being able to safely and clinically evacuate with available community resources; Center staff will provide additional referral assistance to available community evacuation opportunities. Additional referral assistance may be made for the consumer to access Flexible Spending Funds to further assist the consumer in the event of an evacuation.

After the completion of the Consumer Evacuation Recommendation Form, for those consumers identified as meeting the State's definition of Special Needs, having no means of evacuation, but not clinically recommended for evacuation with available community evacuation opportunities, a referral will be made for the consumer's evacuation with the Center's evacuation process. To evacuate with the Center's evacuation process, the consumer must be an adult (over the age of 18), meet the State's definition for Special Needs, have no means of evacuation assistance (i.e. family, friends, or personal vehicle), not be on oxygen or medical life support, and be clinically evaluated by the Center as best evacuating with the Center and not public community evacuation options. For these identified consumers, the Center will provide evacuation assistance in the event of a mandatory evacuation order. Evacuation will occur immediately upon notification of the mandatory evacuation order. Evacuating consumers may request that spouses or significant others accompany them in the Center's evacuation process. Center staff will obtain all needed information on the accompanying family members and include this in the evacuation listing. Evacuating consumers may also take their pets with them; but they must be properly caged and secured through out the evacuation process, have current documentation of shots, and the consumer will be fully responsible for the pet's care and maintenance.

The Center's Director of Adult Mental Health Services and Director of Provider Services will coordinate with staff and programs to complete the Consumer Evacuation Recommendation Forms, develop the consumer listing, identify Center resource and equipment needs, coordinate relocation sites, and make appropriate referrals for consumers. Where necessary, recommendations for access to available consumer emergency funds or Flexible Spending Funds to assist consumers and families in evacuation or hurricane response can be made as appropriate. For these referrals, funds will be restricted to assisting the consumer or family in evacuation or hurricane response only.

Staff Evacuation and Hurricane Response Assistance

The Center's Executive Management Team will be responsible for assuring that adequate staff are available to provide evacuation assistance through out the storm period. This would include staff to assist in the process, evacuating with consumers, and providing post storm relief or crisis coverage.

The Center's Director of Human Resources will coordinate the recruitment of staff to assist specifically with the Center's evacuation process and obligations. All Center staff are encouraged to considered agreeing to assist in this process, regardless of their clinical expertise, as multiple skills will be needed. To assist in this recruitment, as a general rule, the Center will continue to pay these staff their regular pay for all hours worked, with an additional \$500 per day stipend. For those staff who evacuate under the Center's memorandum of agreement with the City of Galveston, they will also receive a daily per diem for food equal to the amount outlined in the Center's Travel Policy and Procedures. Initially, these staff will receive three (3) days per diem in advance to assist in their preparation for the evacuation with the City of Galveston buses. As food will be provided to those Center staff evacuating with the Center's evacuation process – both the Center operated residential program and other consumer evacuation – no daily per diem for food will be provided. Staff agreeing to participate in the Center's evacuation requirements may bring family members; but it is requested that this be limited to direct family members only for which the staff person has responsibility for. Staff may also bring pets, but must follow the same requirements outlined for consumers. As much as the Center encourages staff to provide assistance during this process; staff are reminded to consider the age and needs of their family members, and respond accordingly.

Facility Preparation

In the event of a hurricane emergency declaration for the Galveston and/or Brazoria area, where storm blinds are not installed, pre-cut and labeled plywood coverings shall be used at each facility the Center has responsibility for, to secure the windows and glass door openings. The Center's Asset Manager will maintain a facility listing with addresses, lessor information, and location of plywood window coverings. The Center's Asset Manager will coordinate and maintain a listing of hurricane readiness teams with designated leaders and alternate leaders to participate in this process. The Center may contract for such assistance, however; each facility must have designated staff to coordinate and monitor completion. As needed, sandbags may be prepared and available for use at those facilities where water entry is a possibility. The use of sandbags is considered to be assistance in minimizing water damage, and used only as recommended by the Center's Asset Manager.

The Center will post "closure" notices on all Center facilities. The Center's Asset Manager will coordinate the postings, which will be waterproof signs attached to the front door area, or as near to this entrance as possible. The notice will provide basic information as to the Center's closure and recommended contact information. The Center's Asset Manager will coordinate their removal following the hurricane's passing.

The following represents the general method for applying the plywood coverings; however, this may vary slightly at some facilities due to their construction. Each hurricane readiness team designated leader and alternate leader will review each site at the start of the hurricane season to assure familiarity with the materials location and installation. The Center's Asset Manager may hold hurricane response drills annually; alternating facilities. During these drills, materials and equipment will be evaluated and updated as needed.

Method of Installation

The fastest method for installing the panels will be utilized. This may involve installing the panels in place with barrel bolts or hex-head screws that are self-tapping.

Instructions for Placement of Panels

Each panel will be numbered or labeled for its' location. The numbering method is as follows: facing the front of the building, panel number one (1) begins at the first window at the left and proceeds in a counter-clockwise direction around the building. An arrow is placed on the panel to mark which way is the top. Panels, which are not numbered, will be labeled appropriately (i.e. front door, etc)

Storage of Materials

A container with the screws and equipment is located in each facility with the Office Manager and is clearly labeled "Hurricane Use only". The wood panels are stored at each facility or at a nearby selected storage area. The panels and accessories must be well maintained and accessible at all times.

Facility Securing

Each facility will be provided a transport dolly, six-foot step ladder, and multiple pairs of gloves for staff(s) to utilize in the transport and installation of the window panels. Most panels are secured to window frames by barrel bolts attached to the panels. Where necessary, metal self-tapping screws will be on hand at each facility by the panels, to be utilized as needed on glass doors and windows not compatible with barrel bolts. The Center's Asset Manager may reassign Lawn and Facility Services' staff to assist in securing facilities as needed. Hurricane readiness materials will be removed from facilities as soon as safely possible; using the same process as they were installed.

Facilities

At the time of this posting, Center facilities and location of securing materials are as follows:

Facilities	Location of Hurricane Readiness Materials
Bayou House – Angleton	Window panels and sand bags are located in the shed on south side of house
Boat House – Angleton	Window panels and sand bags are located in the attached garage. Lawn Service will bring an extension ladder for installation of high garage windows
GCC – League City	Window panels are located in the shed in the back of the building.
Harbor House – Texas City	Window panels are located in the shed in the back of the building.
Island House(s) – Galveston	Window panels and sandbags are located in the back of the houses.
Jones Building – Pearland	Window panels are located in the shed in the back of the workshop of the houses.
Lone Oak (House) – Santa Fe	Window panels and sandbags are located in the shed behind the house by the playground. The extension ladder located in the barn will be utilized for the second story windows.
Lone Oak (Ranch) – Santa Fe	Window panels are located inside the barn by the manager's office. An extension ladder is located in the barn for installation.

Mackey Buildings – Texas City	Window panels are stored in the utility room of Mackey Building A. Sandbags are stored in Mackey Building B.
Mainland CSC – Texas City	Window panels and sandbags are stored in the Harbor House shed. Facility Services staff will transport items to Mainland CSC for installation. Hurricane clips are in storage with the panels for Mainland CSC Building 2 panel installation.
MIS Operations – Alvin	Window panels and sandbags are stored in the shed behind the building.
Northern Brazoria CSC – Alvin	Window panels and sandbags are stored in the shed next to the parking lot.
Pearland House – Pearland	Window panels and sandbags are stored in the shed to the south of the house.
Southern Brazoria CSC – Angleton	Window panels are stored in the shed on the east side of Southern Brazoria CSC Building 1 by the parking lot.

Generators

To further support its operations and return to services, the Center will provide and maintain generators. The Center will provide and maintain several small, portable generators; one mobile diesel unit; and one 80kw natural gas generator. The Center will assure that carbon monoxide testers or other appropriate safety monitoring devices are installed at all locations that could be affected by generator use.

- **Portable Generators**

The small, portable generators will be made available for minor service continuance. The Center's Asset Manager will coordinate their distribution and monitor use. At least two (2) staff persons at the facilities where the generators are stored will be trained annually on the operation of the electrical generator. Training will be documented and at least quarterly, either the Center's Facility Safety Officer or the Asset Manager will inspect the generator(s) and document accordingly. For safe operation, the electric generators are to be operated outdoors, under an overhead shelter to protect them from the rain. Generators must be well ventilated at all operating times and never used or operated in a closed area or by untrained staff. The operator's manual is to be located with each generator and should be referred to for other safety precautions. Only unleaded gasoline can be used. Two (2) five (5) gallon safety-approved gasoline cans and two (2) 25' or 50' heavy duty, weather proof extension cords must be available for each generator. At a minimum, one or more of these generators will be located at the Lone Oak Ranch facility in Santa Fe, and the Administrative Services warehouse. These generators will be relocated as necessary to maximize usage and maintain services.

- **Mobile Diesel Generator Unit**

Procedures Pending - Scheduled for receipt and installation August 2007, this generator unit will be mounted on a trailer to facilitate relocation as may be needed by the Center and its services.

- **80kw Natural Gas Generator**

Procedures Pending - Scheduled for receipt and installation August 2007, this generator unit will be located at the Center's Alvin CSC facility. This site was selected as it is also the primary location of the Center's computer network system and servers. The generator system will be tied directly into the facility to minimize service interruptions and maximize return to service options.

Post Hurricane Emergency Needs

The Center's Asset Manager will assure that the Center has available materials and supplies so as to make emergency repairs, pending completion of repairs and maintenance. The Center's Asset Manager will maintain a listing of available vendors to assist in completing needed facility repairs and maintenance; and will coordinate with these vendors for completion of repairs. Within twenty-four hours (or as safely possible) all Center facilities will be reviewed and damage assessed. The Center's Director of Administrative Services and Asset Manager will work with the appropriate insurance carrier for all claims and coordination of repairs and maintenance.

Vehicle Preparation

At the start of a hurricane emergency, Center vehicles will be reviewed, fueled, and readied and remain that way through out the threat period. Vehicle Custodians should assure that vehicle emergency equipment will be located and re-stocked as necessary. The Executive Director or his/her designee may during this time, re-allocate vehicles to essential staff or priority programs as deemed necessary. Priority will be given to those vehicles equipped with mobile radios or phones, so that staff may remain in contact with the Center. Vehicles not assigned during this time will be located to previously identified vehicle storage areas.

MIS Preparation

The Center's MIS Department will be primary responsible for providing oversight and management of the Center enterprise network system. The Center's MIS Department will coordinate the security and safe-keeping of data files and back-up materials; and provide recommendations for security and maintenance of the Center's computer equipment and enterprise network system. In the event of a hurricane emergency and computer service or access interrupted; priority will be given to critical clinical services. All back-up materials and diskettes will be properly secured off-site.

It will be the responsibility of the Center's MIS Director and/or Network Manager to assure that the Director of Administrative Services and Asset Manager are kept informed through-out the shut down and re-start procedures. Should the situation present, determination of priority programs and services will be that of the Executive Director or his/her designee.

Backing up Data Files

In accordance with standard MIS Department recommendations, all Center staffs are to back-up all Center-related computer files and data information on a regular basis to their designated folder on the centerwide network. This ensures that Center work is backed up nightly by the Center's automated backup systems; and readily available in the event of a hurricane emergence. Staff having questions regarding computer back-up procedures should contact the Center's MIS Help Desk for assistance.

All CMHC and associated system data is regularly backed up nightly by an automated back-up system in the Center's MIS Department. In the event of an impending hurricane emergency, an additional back-up will be run just prior to initiating centerwide network shut down procedures. When the backup is completed and verified, it will be immediately transported to the designated bank vault in Alvin for offsite storage and safekeeping from storm damage.

Hurricane Readiness Teams

The Center's MIS Department will work with the existing hurricane readiness teams at each facility and service site to review and train on MIS related hurricane preparedness procedures and requirements. The hurricane readiness teams will be instructed by the designated MIS staff member on PC, printer, and laptop preparations prior to hurricane season each year. In addition, one person and a designated back up person from each hurricane readiness team will be selected to receive additional training on server shut down and re-start procedures. A list of these individuals will be compiled just prior to hurricane season; and provided to the appropriate Center staff including the Center's MIS Director, Asset Manager, and the Director of Administrative Services. The Center's Network Manager is responsible for coordinating with the hurricane readiness teams and providing the necessary training each year. These trained individuals will also be trained in the coordinated shut down and restart of the Center's telephony VOIP systems. All shut down and restart will be in accordance with technical guidelines established by the system vendor. Additionally, the Center's Network Manager will also be responsible for scheduling and conducting a "practice" of network shutdown and restart procedures each year in preparation for hurricane season. This "practice" and results will be documented and follow-up provided. A copy of all will be provided to the Center's MIS Director, Asset Manager, and the Director of Administrative Services.

Desktop Computers

Once the order to secure Center facilities is given, the hurricane readiness teams at each facility will do the following:

- 1) Properly shutdown all facility computers and turn off peripheral devices (printers, scanners, etc.)
- 2) Unplug all computers and peripherals from the power sources and network outlets.
- 3) Cover and secure all computers, monitors, and peripherals with plastic and tape securely.
- 4) Plastic or plastic bags (preferably 4mil thick) should be carefully placed over the computer and secured. Do not pick up and place the equipment in the bag; just place the plastic securely over and around the equipment.
- 5) The process identified above should also be followed for any additional electronic equipment located in the facility such as fax machines or postage machines.
- 6) Movement of computer equipment should be minimized to protect against inadvertent damage due to jostling or bumping. However, any PC's or printers or other electronic equipment near a window, or in an area prone to damage from a storm, should be elevated and/or moved to a secure height and/or area. In addition, any computer related equipment (such as a surge protector, speakers, etc.) on the floor needs to be removed and placed on the desktop safe from rising water.
- 7) As best as possible, related computer equipment (i.e. CPU, monitor, speaker, key board) should be stored and secured together as a system. At a minimum, equipment should be properly labeled or identified for easy re-assembly.
- 8) Unplug all telephone handsets from the wall

- 9) Do not gather all computers and other electronic equipment to one central location of the facility; instead maintain the computer and other electronic equipment disbursed throughout the facility.

Laptop Relocation

All staff with laptops should pack the laptop and all its accessories in the appropriate case. The laptop and case should accompany the staff member when they leave the facility. As always, staff will be responsible for the care and maintenance of the equipment while in their care.

Network Shutdown

- Remote Servers

Once all desktop equipment is secured and the final backups completed and verified, the Center's Network Manager will initiate network shut down procedures. One facility at a time will be shut down. This entire shutdown operation will occur under the specific direction and coordination of the Center's Network Manager. The shutdown will be timed and coordinated so as to assure and maintain data integrity.

The "network trained" hurricane readiness team members at each site will follow the following procedure:

- 1) Shut down server
- 2) Turn off the power switch.
- 3) Turn off the power strip and the UPS
- 4) Unplug electrical power cords from the electrical wall outlets
- 5) Move the server up off the floor and secure in safe area.
- 6) Allow the server to cool and cover with plastic and secure with tape.
- 7) Call Network manager and report shutdown complete.

- Alvin Server Shutdown

After all remote facilities are shut down and properly secured, the final step is to shutdown all the Alvin (primary location at the time of this at the time of this posting) servers and equipment. This will include the shut down of the Center's VOIP Telephony equipment. The Center's Network Manager will perform this process with the assistance of other available MIS Department staff.

- 1) Power down equipment in accordance with each unit's technical guidelines.
 - a) VOIP Telephony
 - b) SCO box
 - c) 2 Bui Servers
 - d) back up server
 - e) SQL server
- 2) Unplug power cords.
- 3) Unplug power strips and switch off UPS's.
- 4) Allow equipment to cool, and as appropriate, drape and secure with plastic. Equipment must cool adequately to avoid formation of condensation under the plastic. Take great care not to disturb or damage any fiber optics, switches, and racks.
- 5) Shut down dedicated A/C unit, shut, and lock door.

MIS Facility Preparation

In addition to normal shutdown procedures followed by other remote facilities, the Center's MIS Department will:

- 1) Take all training laptops and accessories and secure in appropriate case. Place each laptop and case up on a training table and drape and secure with plastic.
- 2) Remove the LCD projector from the ceiling and place it in its appropriate case. Cover with plastic and store with training laptops.
- 3) The Center's MIS Department will assure that all of the Center's purchased original licensed software is properly stored in its appropriate case or box. The software will then be placed in large plastic bags, tied, and secured; then placed back in the software cabinet and lock securely.

Electrical Power in Tact to Server Room

After a hurricane emergency, the Center's immediate priority with regards to MIS services will be to verify status of equipment and restore functionality of the Center's LAN's and WAN to the extent necessary to get CMHC and associated systems operational to support the re-opening of both adult and child medication clinics. The following is the order of priority in which facility equipment is restored to operational status:

- 1) 101 Brennen, Alvin (all servers and phone system)
- 2) MIS building 204 W. Coombs (MIS help desk and system monitor)
- 3) Texas City Clinic
- 4) Angleton Clinic
- 5) Galveston Clinic
- 6) Children's clinic Texas City
- 7) Children's clinic Angleton

Once the hurricane emergency has passed, the Center's Network Manager will proceed to the Alvin facility (101 Brennen) to determine the status of the building, electrical power, DS3, T1's and all other mission critical network equipment. Once safe entrance is determined or possible, the first task is to determine if electrical power remains in tact. An inspection of the building and server room will be conducted. If standing water or flooding is noted, no electrical or network equipment will be started until the water has receded and the area is dry. It is the responsibility of the Center's Network Manager to determine when it is dry enough to start the equipment.

If the area is dry and electrical power remains, normal re-start procedures of all Alvin servers and phone systems will be initiated. Re-start will be in accordance with the technical guidelines established for each server (SCO box, Exchange server, Bui servers, etc.).

Once the 101 Brennen servers and equipment are back on line, the Center's Network Manager will contact the designated hurricane readiness team member at each additional Center facility by cell phone. The call will result in a status report on each building, its server, and computer equipment. Those

locations reporting no damage and no loss of power will be given the “ok” to begin restart of their server. Each facility will be brought up only at the designated time and under the specific direction of the Center’s Network Manager. All will be coordinated via each facility’s designated cell phone. Locations reporting a questionable server status will have a Center MIS Department staff person dispatched. This staff person will make a closer inspection and determine whether the server and associated equipment can be re-started.

Once the servers are back on line, each facility will be given the “ok” to begin reconnecting computers and all peripheral equipment. The designated staffs from the hurricane readiness teams will assure that equipment is brought back on line slowly since power surges are likely after such emergencies. This also includes the re-start of all network printers. Each facility will report to the Center’s Network Manager when all equipment is reconnected and back on line. The Center’s Network Manager will review each LAN and the WAN to assure connectivity of the T1’s and the DS3. Any T1’s appearing out shall be immediately reported to SBC for repair scheduling.

If any one of the priority clinic sites is unable to achieve connectivity with the WAN, the Center’s MIS Department will dispatch laptop computers equipped with aerial internet cards to be utilized until such time that normal connectivity can be established. It will be the responsibility of the Center’s Network Manager to detail, report, track, and follow-up on all network connectivity related repairs.

Each facility’s designated hurricane readiness team member will complete a form identifying the number and problems noted with any PC’s or peripheral equipment during the reconnect and restart procedures. These forms can be faxed or emailed to the Center’s MIS Department help-desk for initiating the proper action. Priority will be given to computers designated as essential to clinic operations. It will be the responsibility of the Center’s MIS Department personnel to provide a replacement computer, for use, until the priority computer can be repaired or replaced.

No Electrical Power To Server’s

If it is determined electrical service is not in tact at the facility located at 101 Brennen, the Center’s Network Manager will attempt to determine the length of time before service is restored. The Center’s Asset Manager will provide consultation with the Center’s Network Manager with regards to power related issues; and act as primary contact with the power company. If it appears that service cannot be restored within 1-2 hours, the Center’s MIS Director will give the call to begin start-up of the supplemental generator. It is the responsibility of the designated Center MIS Department generator team to get the generator started and provide oversight of its safe operation during the entire time it is needed. The Center’s MIS Department staff will take shifts as necessary along with other designated staff to keep it running.

Only equipment necessary to bring up the servers and support the Alvin clinic will run with generator power. Non-essential equipment will not be powered up during the generator’s operation. The Center’s MIS Director and/or Network Manager will determine which equipment is priority following determination consultation with the Center’s Director of Administrative Services, Asset Manager, and/or Deputy Executive Director.

Once power is provided to the building via the generator, normal system start-up procedures of the Alvin servers will commence. While generator power is in place, only priority sites will be brought back on line to limit the activity to this equipment. Priority sites will be contacted for status and each will be given the command to initiate start up procedures. In the event a remote site has an inoperable server, or is unable to achieve connectivity, the site will utilize laptops with aerial internet to connect with CMHC and other internet based applications necessary to clinic operations.

Disaster/Recovery Purposes

The Center's MIS Department will maintain and post a Center MIS Disaster/Recovery Plan. The Center's MIS Disaster/Recovery Plan will be separate and apart from hurricane emergency procedures; and cover catastrophic loss of Center equipment and/or damage to Center facilities preventing proper re-start or MIS operations. As related to hurricane emergencies and the Center's post-hurricane emergency response as related to MIS services, if determined there is significant enough damage to the building and servers at the Alvin facility that the WAN cannot be properly and completely restored, MIS Disaster/Recovery procedures will be initiated. This will be at the direction of the Center's MIS Director following determination consultation with the Center's Director of Administrative Services, Asset Manager, and/or Deputy Executive Director. The pre-storm back up will be taken to the designated Non-Center site per the Center's MIS Disaster/Recovery Plan and loaded on alternate SCO box. Designated Center facilities and programs will achieve connectivity with CMHC via VPN connections to the designated disaster site.

Purchase, and/or repair of the affected equipment will then be initiated in accordance with the Center's MIS Disaster/Recovery Plan. Once the equipment is repaired/replaced, normal network startup will be initiated.

Service Operations

All Center services will review and develop Disaster Plans specifically for their service area; addressing pre-, during, and post hurricane operations. Consideration should be given to the following:

- Adequate computer equipment to support needs, and provide access to forms. Alternative options should be considered; such as availability of hard copies of key forms, file folders, pens and pencils, paper, and storage containers.
- Caseload listings; including basic consumer contact information
 - MapQuest of consumer addresses (sorted by zip code)
- Contract listings; including basic contact information
- Staff responsibilities and expectations
- Staff contact information
- Respite services for consumers and families
- Key program needs; including medications, lab services

Mental Health Medication Services Preparation

Mental Health Medication Services Hurricane Emergency Procedure Purpose:

- To secure and safeguard medications
- To provide guidelines for assembling medications and other items necessary for medical clinic operations
- To identify options for medication provision in the event of an evacuation and/or significant site damage
- To identify those individuals most dependent on the Center for medication treatment and promote a means to maintain that treatment in the event of an evacuation and/or site damage
- To identify a means to inform clients of Center procedures in the event of an evacuation and/or significant site damage

I. Pre-Evacuation

A. Medication Inventories during hurricane season:

1. Each clinic will reserve a supply of sample medications in a container suitable for transport
2. An inventory list will be placed in the transport container that provides for a perpetual inventory upon distribution of the medications
3. A stock supply of haloperidol and fluphenazine decanoate adequate for one-two weeks of clinic provision shall also be held in reserve in the event of an evacuation

B. The following supplies are necessary to support the operation of a mobile medication clinic and will be placed in a transport container at each clinic:

1. Gulf Coast Center prescription forms, 1 package
2. ETBHN prescription forms, #50
3. Medication Distribution sheets, #50
4. TIMA forms (blank), #100
5. Disposable gloves, 1 box
6. Return Appointment/clinic business cards, #100
7. Alcohol preps, #50
8. Band aids, #50
9. AIMS forms, #20
10. Nursing progress notes (blank), #50
11. Injection Records, #25
12. Clozaril forms (1-2 week supply)
13. Ink pens, black, #10
14. Stapler, mini
15. Tape dispenser, mini
16. Paper clips, 1 box
17. Legal pads, #2
18. Post It notes
19. 10 manila folders
20. 10 pocket folders
21. Hand Sanitizer, waterless
22. Paper towels, 1 package
23. Spray disinfectant

24. 2007 calendar
25. Brown lunch bags, 1 package
26. Zip-lock bags, 1 box

C. In addition, the following items will be placed in a transport container at Mainland CSC (Texas City) and Southern Brazoria (Angleton) CSC:

1. Medication Consent Forms, #25
2. Lab requisitions, #25
3. Syringes (two week supply)
4. Vacu-tainers (#25)
5. Tourniquet
6. Stethoscope
7. Sphygmomanometer
8. Thermometer
9. Stock bottle Diphenhydramine, #400
10. OTC analgesic (ex: Tylenol or Advil)
11. Mini brown envelopes
12. Sharps container, small
13. Bio-hazard bags
14. Flashlight with extra batteries
15. Physicians' Desk Reference (PDR) in electronic format
16. Medication Services Manual

D. Risperdal Consta:

1. Each clinic shall keep in reserve an insulated container adequate to transport the clinic inventory of Risperdal Consta
2. Four packets of gel ice-substitute will be kept frozen at each clinic for the transport of Risperdal Consta
3. An inventory log shall be maintained for placement with the Risperdal Consta if transport is necessary

E. Pharmacy Services:

1. East Texas Behavioral Health Network (ETBHN) Pharmacy
 - a. Phone: 800.564.6701
 - b. Fax: 800.564.7591
 - c. Address: 2704 Homer Alto Road
Lufkin, TX 75904
 - d. Emergency contact:
936-635-1573, cell # Judy Batson--Pharmacy Director
936-240-5808, cell # Laura Steelman
 - e. In the event that commercial carriers (ex. FED EX) refuse to enter Galveston and Brazoria Counties due to the issuance of a Hurricane Warning or evacuation Order, Gulf Coast Center shipments may be directed to a Center designated Harris County address, as appropriate for delivery

and distribution by Center personnel

2. Clients will be instructed to take Rx bottles with them in the event of an evacuation, regardless of the quantity remaining in bottle (in the event of a significant hurricane impact, pharmacies will likely honor the refill of prescription when presented with intact orders on a pharmacy bottle). In the event that clients dependent on the Center for medication provision (have no pharmacy benefits) need refills during an emergency situation and the Center is not able to provide the necessary medications, the Center will provide reimbursement for client purchased medications according to the following guidelines:
 - a. Only formulary medications prescribed by a Center physician's current order
 - b. Legible pharmacy receipt is presented to clinic staff, itemizing medications (Center to keep original and return a copy to client)
 - c. An initial 2 week supply will be reimbursed; if Center operations are compromised for a longer period of time, additional quantities will be considered as warranted
 - d. Reimbursement amount not to exceed \$500 per person
 - e. Lost medications will not be reimbursed
 - f. The guidelines in this section will be made available to clients as appropriate (ex: handed out at time of medication pick up from clinic)

- F. For individuals most dependent on the Center for Medication Treatment; during hurricane season, the clinics will maintain a folder with copies of the most current physician orders and an inclusive listing/spreadsheet for:
 1. Risperdal Consta
 2. Haldol (haloperidol) Decanoate
 3. Prolixin (fluphenazine) Decanoate
 4. Clozaril/Fazaclo/clozapine

II. Evacuation

The following designated Mental Health Medication Assistance Program staff: Cheryl Folkes, Leigh Ann Lintelman and Sharlene Bohr; will be responsible for the evacuation of medications and medical supplies in the 4 clinics, as appropriate, depending on the particular circumstances. Two pre-identified individuals of this group will have access to each clinic so as to provide back up if an after hours/weekend evacuation is necessary. Additional staff may be asked to assist as appropriate, depending on the particular circumstances. Designations will be made and approved in writing by the Center's Executive Director, Deputy Executive Director, or the Director of Administrative Services.

III. Post-Evacuation

The following designated Mental Health Medication Assistance Program staff: Cheryl Folkes (with back up as necessary by Leigh Ann Lintelman/Galveston County and Sharlene Bohr/Brazoria Country) will assist in coordination of the delivery of medications and supplies to a determined rendezvous site if clinics are not operational. Designations will be made and approved in writing by the Center's Executive

Director, Deputy Executive Director, or the Director of Administrative Services.

Consumer Support Services Preparations

The following outlines the primary steps that would be taken in the event of a hurricane emergency by the Center's Consumer Support Services. Consumer Support Services (CSS) has primary responsibility for the maintenance, coordination, and oversight of consumer related funding and emergency support opportunities; including In Home Family Support (IHFS), consumer payee bank accounts, and available flexible funds. All confidential records within and related to CSS will be properly secured in metal locked cabinets.

Hurricane Threat Develops

In Home and Family Support

- At the initial phase of the emergency alert, CSS staff will contact all IHFS consumers to obtain invoices, timesheets, etc. for services rendered to date and payment will be issued accordingly.
- No other payments will be necessary according to the accounts payable schedule detailed in IHFS procedures.
- CSS Computers and Printers will be covered and all equipment removed from the floor and placed at higher levels as instructed by the Center's MIS Department.
- All IHFS checks will be secured in a locked box and removed from the facility.

Consumer Accounts

- Per CSS Consumer Accounts procedures, payee consumers will have emergency funds budgeted during the hurricane season, June through October each year.
- Consumers will be provided their budgeted emergency funds at the initial phase of the emergency alert
- CSS Consumer Accounts staff will distribute consumer emergency funds to each clinic and identified case management staff will distribute to consumers.
- Computers and Printers will be covered and all equipment removed from the floor and covered as instructed by the Center's MIS Department.
- Checks will be secured in a locked box and removed from the facility by the CSS Program Director; as approved by the Center's Executive Director or his/her designee.
- As instructed by the Center's MIS Department, the Cfm and Cfm2 program files (CSS software system) will be backed up as required and downloaded on to an approved portable data storage device for transport and maintenance by the CSS Program Director.

Post Hurricane

Consumer Accounts

- The CSS Program Director will be available at the identified location, or GCC mobile clinic units for consumer account assistance if Center network is inaccessible.
- Using the portable data storage device back-up for maintaining the Cfm and Cfm2 programs, accounts are verified and consumer checks are manually issued as needed.

- All disbursements will be posted manually to a spreadsheet for future transfer to program system.

Attachments

- 1) Centerwide Emergency Telephone Listing (1) and Attachment (1A)
- 2) Consumer Evacuation Recommendation Form