

***STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE
RESIDENTIAL SERVICES***

(PROGRAM NAME)

***CONTINUITY OF OPERATIONS
(COOP) PLAN***



Provider Signature Date

Regional Director Date

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FOREWORD

The State of Florida is vulnerable to a variety of hazards that threaten its citizens, communities, and the environment. The *Comprehensive Emergency Management Plan* (CEMP) establishes the framework to ensure that the State of Florida Department of Juvenile Justice will be sufficiently prepared to manage all hazards. The Comprehensive Emergency Management Plan outlines the roles and responsibilities of the state agencies, special districts, and local governments before, during, and after an event. The Comprehensive Emergency Management Plan addresses the four phases of emergency management – preparedness, response, recovery, and mitigation.

Continuity of Operations (COOP) planning is simply a “good business practice” – part of the fundamental mission of all government agencies as responsible and reliable public institutions. The release of the Executive Order 01-262 on September 11, 2001 re-enforced the government agencies’ requirement to prepare disaster preparedness plans under Chapter 252.365, Florida Statutes, through their designated Emergency Coordination Officers. Prior to the unprecedented attacks on the United States of America on September 11, 2001, COOP planning was an individual agency responsibility primarily in response to an emergency within its own organization. The content and structure of these plans were left to the discretion of each agency.

The changing threat paradigm and recent emergencies, including localized acts of nature, accidents, technological emergencies, and military or terrorist attack-related incidents, has shifted awareness to the need for viable COOP capabilities that enable agencies to continue their critical functions across a broad spectrum of emergencies. Also, the potential for terrorist use of weapons of mass destruction/disruption has emphasized the need to provide the Governor of Florida a capability and capacity that ensures continuity of critical government functions across the Florida Executive Branch.

(Provide a description of the program/facility...example med-risk, secure residential...serves males/females,)

Example: Columbus Juvenile Residential Facility is a 50-bed male moderate risk program, primarily serving the North, Central or South region, physical address, city and county.

(Program Name) Juvenile Residential Facility
Continuity of Operations Plan (COOP)

SECTION I: INTRODUCTION

I-1 Purpose

The purpose of this **Continuity of Operations Plan (COOP)** is to ensure *(PROGRAM NAME)* Juvenile Residential Facility is sufficiently prepared to manage all hazards. This plan shall address four phases of emergency management – preparedness, response, recovery, and mitigation. This plan will ensure the facility is prepared for any emergency that could disrupt the orderly operation of the facility, thus adversely affect public safety. The procedure described in Phase II establishes the procedures required to assist the agency in continuation of its mission and remain part of the foundation for survival of the State government. This plan shall be reviewed and updated on an annual basis. This plan will address the following:

- a. Ensure that *(Program Name)* is prepared to respond to emergencies, recover from them and alleviate the impact.
- b. Ensure *(Program Name)* is prepared to provide critical services in an environment that has threatened, diminished or incapacitated *(Program Name's)* services.
- c. Establish and enact time-phased implementation procedures to activate various components of the plan to provide sufficient operational capabilities relative to the event or threat thereof.

I-2 Applicability and Scope

The requirements of this plan apply to all staff within *(PROGRAM NAME)*. Special emphasis is placed on the *(Program Name)* facility located in *(Insert North, Central, or South)* Region. Special emphasis is placed on alternate worksites and work procedures for leadership positions as well as residential facilities in the region. The scope of this COOP takes into account the following:

- ❑ Notification Procedures upon activation of facility COOP plan.
- ❑ Maintaining a High Level Readiness.
- ❑ Implementing COOP plan with/without warning.
- ❑ Implementing COOP plan within 12 hours after activation.
- ❑ Activating COOP plan if the State agency is closed to normal business.
- ❑ Activating COOP plan simultaneously with multiple State agencies.

I-3 Authorities

Chapter 252; Chapter 252.365(1), (2), (3), Florida Statutes
Executive Order 01-262 (Emergency Management) dated September 11, 2001.

I-4 References

- Florida Division of Emergency Management (County Coordination Checklist)
- FDJJ 1050 COOP Plan Policy
- Sections 22.01 – 23.127, F.S. (Emergency Continuity of Government)
- Sections 252.31 – 252.62, F.S. (Emergency Management Act)

I-5 Policy

The *(Program Name)* with the assistance from the Program Director will identify and maintain mission-critical functions and the staff to support them.

The *(Program Name)* Program Director shall serve as the Emergency Operations Coordinator and will prepare plans, with assistance from the appropriate DJJ Regional Director specifically addressing operations in an emergency requiring relocation of the *(Program Name)*.

The *(Name Who will do this by position title/ e.g. PROGRAM DIRECTOR)* is responsible for scheduling and conducting periodic tests, training and exercises in coordination with DJJ region offices and facilities relating to the viability and execution of the *(Program Name)* COOP plan.

The *(Program Name)* Program Director is responsible for ensuring staff are trained regarding the COOP and that the COOP plan is integrated into the appropriate DJJ's regional plan.

Emergency Disaster Preparedness Plans and Continuity of Operation Plans shall be updated annually and/or as needed and made available to all facility personnel.

1. Emergency Disaster Preparedness Plans and Continuity of Operation Plans notification plans will be tested semi-annually and the results included in the review referred to in number 5.
2. Emergency Disaster Preparedness Plans and Continuity of Operation Plans shall be incorporated into the annual in-service training plan. Training shall include all staff, volunteers and interns. This training shall include operational test of the procedures and equipment utilized in the Continuity of Operation Plans with facilities *(Insert Annex # and page #)*.
3. Emergency Disaster Preparedness Plans and Continuity of Operation Plans shall be incorporated into the pre-service training plan.

4. All equipment scheduled for utilization during Continuity of Operation Plans activation located in facilities articulated in the Cooperative Agreement *(Insert Annex # and page #)* will be subject to the normal testing and validation as required through Directives and Facility Operating Procedures.
5. A review of the operational tests, training and scheduled exercises shall be conducted and documented shortfalls identified will be scheduled into the yearly training plan.
6. Staff should have a heightened sense of awareness both on and off the job.
7. Newly admitted youth shall receive orientation on all facility rules and regulations, including the facility's emergency plans. Receipt of this information shall be documented by signature of the youth and the staff providing the information.
 - a. Judicial consent to release youth during an emergency: Youth WILL NOT be released during an emergency.

SECTION II: CONCEPT OF OPERATIONS

II-1 Objectives

The objectives of the *(PROGRAM NAME)* COOP Plan is to ensure that a viable capability exists to continue critical *(Program Name)* functions across a wide range of potential emergencies, specifically when the program is either threatened or inaccessible. The objectives of this plan include:

- a. Ensure Safety & Accountability of Facility Staff, Youth, Volunteers, and Visitors;
- b. Ensure the continuous performance of the critical functions/operations during an emergency;
- c. Protect critical facilities, equipment, records, and other assets;
- d. Provide for a time-phased implementation of partial or full execution of the plan to mitigate the effects of the emergency and shorten the crises response time;
- e. Minimize Damage and Losses of State and program resources
- f. Identify and designate staff to be relocated;
- g. Facilitate decision-making for execution of the plan and the subsequent conduct of operation and;
- h. Achieve a timely and orderly recovery from the emergency and resumption of full service

II-2 Planning Considerations & Assumptions

In accordance with established emergency management principles, a viable COOP capability:

- ❑ Must be maintained at a high-level of readiness;
- ❑ Must be capable of implementation both with and without warning;
- ❑ Must be able to sustain operations for up to 30 days; and
- ❑ Should take maximum use of existing state, federal and local government infrastructures.

The following assumptions were used as a basis of design for the plan's concept of operations and implementation procedures:

- a. An emergency condition may require the immediate activation of the *(PROGRAM NAME)* COOP Operations Team and the relocation of select personnel to a designated alternate relocation site (ARS). *(NAME OF THE ALTERNATE RELOCATION FACILITY(s) AND physical ADDRESS, city and county)* has agreed to be the designated Alternate Relocation for the *(Program Name)*.
- b. The alternate relocation site for the *(Program Name)* COOP Operations Team will be determined by the *(NAME of the position title who will determine this)* or designee and the *(Program Name)* Program Director at the time of activation, and will be based on the incident or threat thereof, risk assessments, and execution timeframe.
- c. At the discretion of the *(Name of the position title, Program Name)* operations will be delegated to *(Program Name)* COOP Operations Team if necessary. This team will be pre-identified by the *(Program Name)* Program Director with input from the *(Program Name)* Assistant Program Director(s) and be under the direction and control of the *(Program Name)* Program Director or designee on an interim basis until resumption of full operations can be established at an alternate relocation site.
- d. The *(Program Name)* Program Director and the identified relocation group will use mobile communications capabilities in the interim to ensure direction and control of the COOP activation and relocation until communications can be re-established at the assembly site or alternate relocation site.
- e. A majority of the MIS systems supporting the *(Program Name)* daily functions may be available during the activation of the COOP.
- f. Ground travel will be the primary mode of transportation for emergency relocation.
- g. Following the declaration of an emergency or crises requiring relocation, non-critical ongoing routing activities in the *(Program Name)* operations level may be discontinued, if necessary.

II-3 COOP Execution

- a. Emergencies, or potential emergencies, may affect the ability of *(Program Name)* to perform its mission-critical functions from the *(Program location city in Florida)*. The following are scenarios that could mandate the activation of the *(Program Name)* COOP Plan.
1. The *(Program Name)* is closed to normal business activities as a result of an event or credible threats of action that would preclude access or use of the *(Facility Name)* and the surrounding area.
 2. The *(Program City Location)* metropolitan area is closed to normal business activities as a result of a widespread utility failure, natural disaster, significant hazardous material incident, civil disturbance, or terrorist or military attack(s). Under this scenario there could be uncertainty regarding whether additional events such as secondary explosions, after-shocks, or cascading utility failures could occur, and many, if not all, State agencies and providers will have to activate their COOP plans.
 3. The *(Program City Location)* metropolitan area is closed to normal business activities as a result of a widespread utility failure, natural disaster, significant hazardous material incident, civil disturbance, or terrorist or military attack(s).
- b. In an event so severe that normal operations are interrupted, or if such an incident appears imminent and it would be prudent to evacuate the *(Program city location)* Florida area as a precaution, the *(Program Director)* will direct the activation of the *(Program Name)* COOP Plan. The Alternate Relocation Site (ARS), *(Name Alternate Relocation site)* Juvenile Residential Facility will be activated if necessary and at the discretion of the Program Director will continue region essential functions from that location under the direction and control of the *(Program Name)* COOP Operations Team until the resumption of full operations is re-established at an assembly site or alternate relocation.
- c. In the event if just the *(NAME LOCAL AREA)* is affected and an evacuation of *(Name Program Area City)* is not warranted the selected members of the *(Program Name)* COOP Operations Team will prepare the move of critical personnel to the *(NAME ALTERNATE RELOCATION PROGRAM, ADDRESS and CITY)*.
- d. In an event so severe that normal operations are interrupted, or if such an incident appears imminent and it would be prudent to evacuate the *(Program Area City)* area as a precaution, the PROGRAM Director will direct the activation of the *(PROGRAM NAME)* COOP Plan. The Alternate Relocation Site (ARS) *(List Alternate Relocation Site(s) by primary, secondary, etc.)* will be activated if necessary and at the discretion of the PROGRAM Director will continue region essential functions from that location under the direction and control of the *(Program Name)* COOP Operations Team until the resumption of full operations is re-established at an assembly site or alternate relocation.
- e. Relocation activities will be the responsibility of the *(Program Name)* COOP Operations Team which consists of identified *(Program Name)* employees. This team will be composed of selected members from the *(Program Name)* who will relocate temporarily

to the ARP, if necessary. This team will be responsible to continue mission critical functions of the region within twelve hours of activation and for a period up to 30 days pending regaining access to the *(Program Name)* office or the occupation of an alternative relocation site determined by the circumstances in the *(Program location City)* vicinity.

- f. Such incidents could occur with or without warning and during duty or non-duty hours. Whatever the incident or threat, the *(Program Name)* COOP Plan will be executed in response to a full-range of disasters and emergencies, to include natural disasters, terrorist threats and incidents, and technological disruptions and failures.
- g. It is expected that, in most cases, the *(Program location city)* will receive a warning of at least a few hours prior to an incident. Under these circumstances, the process of activation would normally enable the activation of the *(Program location city)* COOP Plan.
- h. The ability to execute the *(Program Area)* COOP Plan following an incident occurring with little or no warning will depend on the severity of the incident's impact on the physical facilities, and whether program personnel are present in the Region Office or in the surrounding area. Under the worst-case scenario the facility selected staff (with prior written delegation from the *(Name the person by position title)*) would assume operational direction and control of functions within the program until otherwise advised.
- i. Positive personnel accountability throughout all phases of emergencies, to include COOP, is of utmost concern, especially if the emergency occurs without warning, during duty hours. Building Evacuation Plans and Office COOP Implementation Plans should provide for such accountability.

II-4 Time-Phased Implementation:

Depending upon the facts surrounding any impending emergency, the *(Name the person by position title who will do this)* will initiate an "alert code". Code "amber" there are approximately 48-72 hours remaining to the emergency event impacting an area. Code "yellow" indicates there is approximately 24-48 hours remaining to the emergency event impacting an area. Code "blue" indicates the emergency event is anticipated to impact an area within 24 hours.

The Department is divided into regions and circuits based on functions. Thus, depending upon the emergency event, each region will not necessarily be under the same alert code. Alert codes will be issued only for those areas experiencing the emergency event. If an alert is issued to the *(Name the Region as North, Central or South)* the *(Program Name Operations Team)* COOP Operations Team will be activated at the discretion of the *(Name the person by position title who will do this)* or designee. Alerts will be forwarded to the facilities within the region.

In the more severe circumstances, an emergency event may preclude implementation of any alert code. In such cases, immediate steps will be taken to initiate the COOP Plan applicable for location of the event.

II-5 *(PROGRAM NAME)* Mission-Critical Staff

(Program Name) Critical staff are to be identified at the regional headquarters level. This identification is generally by position title rather than by individual name. Personnel occupying these designated positions shall be trained on any responsibilities that may be expected of them in emergency events.

(THIS SECTION SHOULD INCLUDE SPECIFIC POSITIONS IDENTIFIED BY THE PROGRAM AS SHOWN)

- ❑ Program Director
- ❑ Assistant Director(s)
- ❑ Shift Supervisors
- ❑ Youth Care Workers
- ❑ Case Managers
- ❑ Therapist
- ❑ Maintenance Personnel
- ❑ Food Service Personnel
- ❑ Medical Personnel
- ❑ HR Personnel
- ❑ Fiscal Personnel

II-6 Alternate Facilities

- a. The determination of an ARS for *(Program Name)* will be made at the time of activation by the *(Name of Person by position title who activates the COOP)*, and will be based on the incident or threat thereof, risk assessments, and execution timeframe. If only the *(Facility Name)* building is inaccessible and there is no threat to the *(Name vicinity area)* vicinity, the primary in region ARS will be the *(Name the location)* *(Example may include attachment if necessary, add to the appropriate annex)*.
- b. The ARS facilities have been evaluated on existing capabilities and the capacity to perform the mission essential functions. Assessment areas include construction specifications, space, billeting, site transportation, parking, communications, security, life support, and logistical support. Each facility has the ability to sustain operations for 30 days and accommodate (Number range of people) individuals. Additionally, each site would be able to support operations for *(PROGRAM NAME)* COOP Operations Team personnel within three hours, and additional individuals as required within 12 hours. Each facility would also afford sufficient security for operations and staff.

(Insert physical Description of the Alternate Facility, see the following example) The Palm Beach Juvenile Assessment Center is a brick building located at 3400 Belvedere Road, West Palm Beach, Florida. The facility has a functional generator capable of operating the entire facility for extended periods (up to 10-12 hours) on the available fuel. The site also has a serviceable kitchen, communications capabilities (phone, fax, and operating computer lines), and sufficient administrative area, etc.

Secondary Facility *(Insert Physical Description of the Alternate Facility) See the following example, The Fort Pierce Regional Office complex located at 337 North 4th Street, Suite D,*

Room 305, is within a state governmental operated brick and steel structure, includes generators, administrative areas, etc.

II-7 Mission-Essential Functions

Reference (Insert Annex # and page # (?)) for a listing of essential functions and responsible staff. Mission critical functions consist of those actions required to provide for public safety while at the same time maintaining offenders in a safe and secure environment in residential and correctional facilities.

- Staffing – Facilities - Ensure an adequate number of staff are available to supervise offenders as well as any support staff required. The number of staff required may be impacted by the nature of the emergency. Each facility should have an extensive Emergency plan, which would provide for adequate coverage in all emergencies. Ensure essential personnel are available 24/7 as the emergency event dictates.
- Staffing - Food Service - Ensure contract and state-operated food service operations continue operating 24/7 throughout the emergency. Additionally, the contractor and food services FTEs needs to remain alert to any changing requirements for delivery of additional meals during any emergency event.
- Utilities - Maintain **utilities** (communications, electric, water, sewage) operational so that offenders can remain in their present facility without the need for evacuation.
- Equipment – Maintain **equipment** essential for operation of a facility is in good repair through preventive maintenance. Ensure necessary supplies (fuel, oil, filters, etc.) are maintained fully stocked and available. Additionally, equipment that could reasonably be anticipated to be essential in responding to an emergency event should be maintained in good repair, placed on priority for repair, and related supplies are immediately available. (i.e. generators, portable lights, vehicles, etc.)
- Records – Maintain essential **records** on offenders in a safe and secure environment.
- Media Coordination – Although primary coordination of media inquiries will be handled by DJJ headquarters, each region should designate a media liaison to work with headquarters and the local media representative. (Identify person by position title for the program)

II-8 Delineation of Mission Critical Functions

The *(PROGRAM NAME)* COOP Plan will contain mission critical functions for the facility *(Insert Annex #, page #)* and will also contain those down to the program/facility level. If for some catastrophic reason the *(Program Name)* plans cannot be implemented, the *(Program Name)* functions will revert to the DJJ Regional Office Team, who will then determine which program facility or Department program area will perform this critical departmental mission.

- **Staffing – Facilities** – Superintendents/Directors are responsible for making personnel adjustments as appropriate to meet the emergency needs. Advance designation of essential facilities functions will be included in any local emergency operating plans. Staff will be trained in regard to their responsibilities in maintaining these essential functions. In the event the local Superintendent/Director does not have sufficient personnel resources to meet the emergency needs, the Regional Director is authorized to divert staff from another nearby facility to assist in addressing the emergency need.
- **Staffing – *(Program Name)*** – The *(Name who by position title)* is responsible for ensuring sufficient staff with authority to act on his behalf is available 24/7 throughout the emergency event. This may involve their physical presence at a command location or contact through electronic means. The Regional Director with the approval of the Assistant Secretary is authorized to divert staff as needed to meet the emergency needs of the *(Program)*. Staff shall be supplemented by liaison staff from *(WHERE)* as needed to meet the requirements of the emergency event.
- **Staffing - Food Service** – Contract and state food service staff are responsible for being proactive in planning for and delivering food service operations throughout any emergency event that may impact the local area. Emergency needs may include expanded hours of operation to support a 24-hour emergency response, such as: the additional influx of offenders or emergency workers to be fed; emergency acquisition of food inventory and related supplies; and other such contingencies.
- **Staffing - Utilities** – The *(Program Name)* is responsible to ensure sufficiently trained staff is available in the area of the emergency event to meet reasonably anticipated problems that would have a negative impact on the ability of the program/facility to continue a safe and secure operation. Staff should have contact names and numbers immediately available.
- **Records** – The *(Program Name)* is responsible to ensure plans are in place for the safe and secure protection and retention of official records. This may involve “in place” protection of the records or transfer of the records to a secure location. Backup computer tapes should be stored “off-site” to ensure their protection and ready accessibility should destroyed computer data banks need to be restored.

II-9 Warning Conditions

Upon receiving notification that a disaster has occurred or is about to occur, *(Program Name)* will respond in accordance with the Department's Continuity of Operations Plan and the Regional Residential Services COOP Plan.

ACTIVATION PHASE:

1. The notification procedure is facilitated for *(Program Name)* in the *(Insert Region, North Central or South)* in the following manner.
 - a. State level notification comes from the Division of Emergency Management to the department. The Emergency Operations Officer and Alternate Emergency Operations Officer carry cell phones at all times. They will notify the DJJ HEOT and facilitate the appropriate actions where needed.
 - b. Regional level notification to the Residential Services headquarters will come from the regional staff structure. Evacuation orders are issued at the local level by county emergency management and approved by the Secretary and Residential Services Assistant Secretary, *(Identify who at the facility level)* which requires local coordination between the department and area partners.
 - c. If evacuation becomes necessary the *(Program Name)* COOP plan will be followed at whatever level the evacuation becomes necessary.

2. The alert phase requires two plans:
 - a. During normal working hours; and
 - b. After hours, weekends and holidays. Both plans include the following:
 1. The *(List by position title, person(s) responsible)* maintain current listings of home addresses, home telephone numbers, work numbers, cell phone numbers of key program and department staff.
 2. The Emergency Operations Officer or Alternate Emergency Operations Officer alerts the *(Name who by position title)* of the status and begins preparation for potential mobilization.
 3. The *(Name who is responsible by position title)* makes assessments as to the safety of the Department's facilities, equipment and records at risk.
 4. The *(Name who is responsible by position title)* will notify the *(Insert Region North, Central or South)* Residential Services COOP Operations Team to activate and start preparation for relocation in an event so severe normal operations are interrupted, or if such an incident appears imminent and it would be prudent to evacuate *(Name Area)* as a precaution. If the *(Program Name)* Operations Team were unable to operate the Program Directors would be empowered to assume responsibility for continued *(Program Name)* functions until otherwise instructed.

II-10 Direction & Control:

1. *(PROGRAM NAME)* authorized successors to the *(Name by Position Title)* are listed below in rank order:
 - a. Chief Operating Officer
 - b. Program Director
 - c. Assistant Director
 - d. Supervisors
2. Lines of succession shall be maintained by all organizational elements, reporting to the *(Name by Position Title)* to ensure continuity of mission critical functions. Successions should be provided to a minimum depth of three at any point where policy and directional functions are carried out. Orders of succession are updated and distributed as necessary.
3. Delegations of authority are included in Annex One (Delegations of Authority). Each level of management shall pre-delegate authorities for making policy determinations and decision. Such pre-delegations will specify what the authority covers, what limits may be placed upon exercising it, who (by title) will have the authority, and under what circumstances.
 - a. Individuals authorized to implement activation of the Continuity of Operation Plans are to contact the *(Insert Region North, Central or South)* Regional Office advising them of the activation.
 - b. In the event that the Chain of Command becomes disabled or Incapacitated by an event occurring, the next ranking member on the organizational chain of command will immediately take charge and continue mission essential functions and capabilities.
 - c. Notification of succession will be by means of the rostered positions *(Insert Annex # and page #)* with the individual assuming charge making initial notification to the *(Insert Region North, Central or South)* DJJ Regional Office and facility staff.
 - d. The rostered order of succession chart will be reviewed semi-annually or as changes in key position occur.

II-11 Operational Hours

The facility operates on a 24/7 basis. As such, staff's work schedules depend upon their shift and post assignment. During an emergency event, as deemed appropriate by the program director or designee, operating schedules may be extended to twelve-hour shifts for the duration of the need. Scheduled leave will be cancelled during an emergency event.

Staff Awareness: Staff will be aware that the *(Insert whoever will make this decision by position title)* can activate the COOP plan if conditions described do exist. In the event that the plan is activated, it will be implemented using the procedures described in Phase II.

1. Staff should have a heightened sense of awareness both on and off the job.
2. Staff are encouraged to prepare a personal plan for their families.
3. During an emergency situation, the supervision of youth must continue to take place. Staff should be prepared to work in an environment that is threatened, diminished, or incapacitated.

Ensuring Adequate Coverage During an Emergency:

1. Staff rosters shall include the names, telephone numbers and emergency contact number for all employees.
2. Staff rosters shall be updated as changes occur.
3. Shift Supervisors should prepare for the possibility that staff will want to be relieved of duty to care for their families:
 - a. Communicate with staff to determine what their personal situations are and what reaction staff will have in the event an emergency does occur.
 - b. Prepare a list of staff that will be willing to report for duty in the event of an emergency situation.
 - c. Prioritize the staff roster and highlight the names of staff that are in a position to respond.

II-12 Alert and Notification

Activation With Warning: If the situation allows for warning, staff may be alerted prior to a notification of COOP activation.

1. The *(Name by position title)* or designated successor(s) will direct the activation of the *(Program Name)* COOP Plan.

2. Information and guidance for *(Inset Number of)* employees will normally be passed telephonically using existing emergency notification cascades. Depending on the situation, current information will also be available via the announcements released to local radio and television stations.
3. Employees should listen for specific instructions and should remain at their facility if on duty or home until specific guidance is received.

Alert Phase: The alert phase requires two plans (normal working hours and after hours, weekends, and holidays). Both plans include the following:

1. The Program Director and Assistant Director maintain current listings of home addresses, home telephone numbers, work numbers, cell phone numbers, and pager numbers of key staff.
2. The *(Position Title)* or designee alerts the Program Director of the status and begins preparation for potential mobilization.
3. The *(Position Title)* makes assessments as to the safety of the facility, equipment, and records at risk.
4. The *(Position Title)* will notify the Program Director to activate and start preparation for relocation in an event so severe normal operations are interrupted, or are such an incident appears imminent and it would be prudent to evacuate the area as a precaution. If the *(Position Title)* was unable to operate, the *(Position Title)* would be empowered to assume responsibility for continued *(Insert which functions)* functions until otherwise instructed.

Notification Procedures: Upon notification to activate the *(Program Name)* COOP Plan:

1. The *(Position Title)* converses with the Program Director identified in the plan and renders a decision of the current situation and when to activate the COOP Plan.
2. The *(Program Name)* Director or Assistant Program Director will notify their staff—(critical and non-critical members) using their internal telephone notification cascades by contacting the second-level notifiers as outlined in the *(Program Name)* COOP plan.
3. The Program Director will notify staff using the program's telephone notification cascades *(Insert ANNEX# and page #)*
 - a. The notifiers then initiate their respective COOP telephone cascade by calling each person in their chain and relaying the information and guidance provided by the Program Director or Assistant Program Director.
 - b. The notifiers will make a second attempt to contact those individuals who were not initially available. If this attempt is unsuccessful, the notifiers will leave a message or send a page.

- c. Once initial contact is made (message left/page sent), notifiers will call the Program Director or Assistant Program Director and report the status of the cascade, including personnel not contacted.
 - d. The *(Program Name)* Program Director will in turn report status to the *(Identify by position title)* vial telephone or e-mail, if available.
 - e. For personnel not initially contacted, once the message or page is received, they should immediately contact the notifier.
 - f. Notification may be via personal contact, telephone, cell phone, pager, radio and TV broadcasts, or a combination thereof.
 - g. When a call or other notification is received by anyone in a calling cascade, the information given by the notifier should be carefully recorded to ensure that it is passed accurately to the next person in the cascade.
 - h. The *(Program Name)* will notify *(Name who by position title)* upon completion of their notification process. Notifiers will report all unsuccessful contact attempts to the *(Program Name)* Program Director.
4. The *(Identify by position title)* will notify the DJJ Regional Director that an emergency relocation of the program is anticipated or in progress.

SECTION III: RESPONSIBILITIES AND PROCEDURES

III-I *(Program Name)* Emergency Response Team Procedures

This should be facility specific with information such as the composition of the Facility Operations Team and procedures.

Emergency Operations Team Responsibilities. The *(Program Name)* COOP team consists of *(List by position titles)* and have been assigned specific functions and duties in the event of a COOP activation.

1. Coordinate COOP security, safety, and health requirements.
2. Oversee all phases of the reconstitution process.
3. Oversee the orderly transition of all *(Program Name)* mission critical functions, personnel, equipment and records from the *(Program location)* facility to the appropriate Alternative Relocation Site or to a new or restored facility.
4. *(Program Name)* Emergency Operations Team members may be identified to serve on an advance team to assist with transition responsibilities at the evacuation site.

5. Develop plans and schedules for the orderly transition of all *(Program Name)* mission critical functions, personnel, equipment and vital records from the Alternate Relocation Site to the new or reconstituted *(Program Name)* facility.
6. Inform the *(Position Title)* and the DJJ Regional Director on the status of the reconstitution effort.
7. Maintain an agreement with the Alternate Relocation Site facility.
8. Ensure that Alert and Notification procedures, including phone cascades, are complete accurate, and updated when personnel or contact numbers change.
9. Provide decision-making assistance to the *(Program Name)* Program Director in determining an appropriate time for relocation to the Alternate Relocation Site.
10. Prepare supplemental plans and procedures specifically addressing operations in an emergency that would require the activation of the *(Program Name)* Emergency Operations Team.
11. Develop *(Program Name)* COOP Implementation Plans.
12. Help facilities develop COOP Implementation Plans.

III-2 Alternate Relocation Site Facility Manager Responsibilities:

(Program Name) – The emergency operations for the facility will be directed from the department's REOT located at the department headquarters *(Program Address)*. Should communication from headquarters become inoperable, emergency functions will be transferred to the *(Name of Alternate Facility and Location)* until such time as those functions can be relocated along with key executive staff.

During such an emergency event in which the *(Program Name)* office is unserviceable, critical Staff will be relocated to other department facilities in the immediate area if available. If for whatever reason it is not available and other appropriate space is not available within the city of (NAME CITY) staff will be relocated to one of the following sites.

The established evacuation sites for the *(PROGRAM NAME)* are:

Primary:
Name and address

Secondary:
Name and address

The conversion of this space to the emergency needs should be accomplished within one hour during normal business hours. Additional time may be required during off-duty periods. Workspace, telephones, FAX, and copy machines should be immediately available. Evacuation locations are not expected to provide the same level of accommodations as the

primary locations provide. Adjustments on the accommodations by all parties will be required pending resolution of the emergency.

The program director or designee will contact neighboring residential facilities and request assistance in housing the population. The program director will provide the Alternate Relocation Site with the following information:

- a. Anticipated time of arrival.
- b. Number of youth being evacuated.
- c. Number of staff providing supervision.
- d. Any identified special needs.
- e. Supplies that will accompany the evacuated facility.

In consultation with the DJJ Region Office, Local law enforcement may be called upon to provide assistance with security and transportation as deemed appropriate by the program director or designee.

III-3 Personnel Coordination

- a. If necessary, the *(Program Name)* COOP Operations Team will deploy to the ARS with other identified *(Program Name)* essential staff to provide department mission essential functions for up to 30 days at the ARS. When the *(Facility Name)* complex is restored or a new office building is identified and available, the *(Program Name)* COOP Operations Team will move the mission essential functions from the ARS to a designated location.
- b. Only personnel who are needed for the continuous execution of mission critical functions identified in III 3. a., will be included on the *(Insert North, Central or South Region)* Residential Services COOP Implementation Plan rosters. Only the Regional Director or Operations Team members can make changes or augmentation of personnel.
- c. If space is limited, two 12-hour shifts may be implemented.
- d. During COOP operations, personnel not activated as members identified in III 3. a. or possible alternates, will be provided information on their status by calling 1-800-**To be determined by facility**. The Department Communications Office will be responsible for providing information to department employees, media or public when authorized by the DJJ HEOT.

III-4 Vital Records/Databases

The Department maintains all vital records relating to youth on the Juvenile Justice Information System (JJIS). As a result, this information is retrievable from alternate sites should that need occur.

1. Information stored on an individual personal computer is not retrievable should that individual computer be destroyed. Staff are strongly encouraged to back-up any data stored on an individual computer. This is accomplished using *(Name back-up devices such as CDs, a secured drive.)*
2. Youth medical records are maintained on paper and should be transported with the youth. If extreme emergency conditions prohibit the transport of the official record with the youth, those components of the record appearing on the JJIS database will be utilized to the extent possible to provide medical care for youth. Retrieval of the complete youth medical file will be a high priority following the initial emergency response team.
3. Records are stored off-site at *(INSERT WHERE DOCUMENTS OR RECORDS WILL BE STORED. SEE EXAMPLE: Professional Records and Imaging Company located at 921 Skipper Road, Fort Walton Beach, Florida 32547. This is a professional documents business that provides Bar Codes for the records storage boxes and maintains an electronic inventory of the stored records. The facility maintains high security and access and stores the records in a climate controlled area. After the records are boxed in the required record containers, the maintenance staff transport the records to the storage vendor and are also authorized to retrieve the records).* In the event of a COOP activation, the *(Insert who would do this by position title)* staff would retrieve the records of current youth and relocate the records to the alternate location.
4. The *(Insert Position Title)* shall be responsible for maintaining a binder containing JJIS face sheets which document demographic information such as name, age, date of birth, parent/guardian address and phone number, etc. A recognizable photograph of the youth shall also be attached for identification purposes. In the event of an emergency evacuation this binder shall accompany the youth to the Alternate Relocation Site.
5. Facility logbooks currently being utilized within the facility will be taken to the Alternate Relocation Site. Information relating to safety and security shall continue to be documented. The program director or designee may designate one logbook as the primary log during an emergency situation as directed.
6. Legal documents in a youth's case file, if the file is destroyed, should be available through a back-up process with the Clerk of the Court.
7. All electronic media, mechanical equipment, records and materials not readily transported will be placed in a locked, secure and reinforced location in the facility. This location will be selected based upon the nature of the emergency. Supervisory personnel will establish security for this property based upon the nature and projected duration of the emergency and arrange for its retrieval as soon as possible.

III-5 Pre-Positioning Resources:

1. To ensure databases and other resources supporting the (PROGRAM NAME) mission critical functions are carried out, the program director has established agreements with neighboring residential facilities to serve as the Alternate Relocation Sites in the event an emergency evacuation takes place. These agreements have been established between the following residential facilities: *(Insert the names of the alternate relocation sites and addresses)*
 - a.
 - b.
 - c.
2. This cooperative agreement ensures each facility is prepared to house an evacuated residential facility and continues to carry out mission critical functions *(Insert Annex # and Page #)*.
3. The evacuated residential program ensures an adequate number of staff are dispatched to the Alternate Relocation Site at the time of evacuation and facility supplies are positioned at the receiving facility as quickly as possible. Reference *(Insert Annex # and page #)*, Vendor Listing.
4. The receiving facility will offer:

Office Supplies; Food Service; Integration of staff; FAX Machines; Housing for youth; alternate scheduling; Computer access; Facility Keys; Laundry machine; Telephone access; and staff work areas *(identify all services agreed upon)*.
5. The following items will be taken to the alternate facility and additional resources may be needed to include *(identify all resources needed)*:
 - a. Provide staff to supervise youth.
 - b. Bring sheets, blankets, clothing, undergarments, socks, etc.
 - c. Bring personal hygiene items (toothpaste, toothbrushes, toilet paper, soap, etc.).
 - d. Bring food items.
 - e. Bring prescription medications for youth.
 - f. As times permits, bring case files and medical files for youth.
 - g. Bring their facility logbook.
 - h. Bring a sufficient number of mattresses, if necessary, for youth and staff (the conference room will be provided for periods of rest).

6. Food Services: *(Insert who will do this by position title or name of contracted food service)* is responsible for advance planning for food service operations throughout an emergency event.
7. Emergency needs may include expanded hours of operation to support a 24-hour emergency response, additional influx of youth or emergency workers to be fed beyond the normal count, emergency acquisition of inventory, and other such contingencies. Food services will maintain a supply of emergency rations to used to sustain continuous operations for 72 hours. This supply will consist of the items listed in of this document *(Insert page numbers Annex 7 & 9)*.
8. Arrangements will be made with the receiving facility to increase the required rations to sustain the additional personnel for up to 30 days utilizing the menu attached (Annex 9) as indicated in the mutual assistance agreement (Annex 2).

III-6 Drive-Away Kits

1. *(Program Name)* and regional management are responsible for providing guidance to identified essential personnel on the requirement for and the contents of these kits, which may contain such items as software, databases, publications, laptop computers, etc. Any special resource requirements will be addressed at the headquarters and regional level. The contents and pre-positioning of the drive-away kits should be included in the *(Insert Region North, Central or South)* Residential Commitment COOP Implementation Plans through specific procedures and checklists.
2. It is strongly encouraged that essential items and data be pre-positioned at the ARS instead of being carried in a drive-away kits, because relocation members may be at home when the order to deploy is received and access to the drive-away kits within the office may be difficult or impossible to retrieve.
3. The *(Name by position title)* and Program Director are responsible for providing guidance to identified critical personnel on the requirement for and the contents of these kits which should contain such items as software, databases, publications, laptop computers, etc. *(Insert Annex # and page #)*. Any additional special resource equipment.
4. The Department maintains all youth vital records on the Juvenile Justice Information System (JJIS). As a result, this information is retrievable from alternate sites should that need occur.

III-7 Telecommunications and Information Systems Support:

The Department of Juvenile Justice Management Information Systems has a Disaster Recovery ITT Plan. Local Management Information Specialists will provide assistance to personnel at the Alternate Relocation Site. **(PROGRAMS SHOULD DESCRIBE INTERNAL SUPPORT SYSTEMS AS NEEDED)**

III-8 Transportation, Lodging, and Food for Mission Critical Staff

The *(Name by position title)* will disseminate information related to local travel and temporary duty stations when the *(Program Name)* COOP Plan is activated. General information about transportation, lodging, and dining is provided in the following subparagraphs.

1. Transportation:

- a. To the extent possible, all identified personnel activated, as critical personnel are encouraged to use privately owned vehicles to commute to the Alternate Relocation Site.
- b. If necessary, following notification of an alert, the program director will develop a transportation plan based upon the response required to meet a particular type of emergency for deploying identified critical personnel.

2. Lodging:

- a. On-site billets will be available at the Alternate Relocation Site.
- b. The program director at the Alternate Relocation Site may designate space in the residential program to provide periods of rest for staff.

3. Dining:

- a. *(Name by position title or supplier service)* will provide food service for all identified critical personnel.
- b. Local restaurants will be identified for relocated personnel.

III-9 Security & Access Controls:

All staff are required to display their staff ID badges at all times while on duty. During an emergency event the need to properly identify staff entering restricted areas becomes even more critical. The need for identification of personnel in restricted areas managing the emergency event will be required.

III-10 Personal Preparedness:

In addition to “official” items carried in the drive-away kits, each essential member requiring billeting at the off-site ARS should bring appropriate personal items and changes of clothing:

- a. Dress: Appropriate dress shall be the staff uniform for staff and business casual for administration personnel. The program director at the Alternate Relocation Site may make adjustments to this standard of dress at his or her discretion.
- b. Medical Information/Treatment: The program director at the Alternate Relocation Site is responsible for making available medical information and/or treatment for relocating critical personnel.
- c. Medications: Deploying personnel should bring with them an adequate supply of medicines, hearing aid batteries, eyeglasses, etc. The Program Director at the Alternate Relocation Site shall make arrangements for the refrigeration of pharmaceutical and medical supplies. Deploying employees are encouraged to bring health insurance cards.
- d. Compensation: Employee payroll and personnel requirements will be maintained through the electronic medium. Positive pay is in effect to assure continuity of payroll. *(Describe how employees will be paid during emergencies if different)*
- e. *(List any additional information for employee preparedness such as having a family plan in case of emergencies. www.floridadisaster.org to Get A Plan; notifying family if evacuated to a different location, etc.)*

SECTION: IV PHASE I – ACTIVATION

IV – 1 Alert and Notification Procedures

Notification Procedures upon Activation of COOP Plan: State level notification comes from the Division of Emergency Management to the Department or the State Warning Point (850) 413-9911 or (800)320-0519.

1. The Emergency Operations Coordinator and Alternate Emergency Operations coordinator carry cell phones at all times. They will notify the DJJ Headquarters Emergency Operations Team (HEOT) and facilitate the actions of HEOT where needed.
2. Regional level notification to headquarters will come from the regional staff structure. Evacuation orders are issued at the local level by county emergency management and approved by the Secretary, or designee, which requires local coordination between the department and area partners.
3. A schedule of events that would require activation is listed in the Emergency Management Plan. This describes anticipated events however, activation is not limited to this list.

4. If evacuation becomes necessary the *(Program Name)* COOP plan will be followed at whatever level the evacuation becomes necessary.

IV- 2 Initial Actions

The Program Director or designee notifies the Assistant Director and supervisors identified in the plan informing them of the current situation and the COOP is being activated. The supervisors will notify their staff (critical and non-critical members) using their internal telephone notification cascades by contacting staff as outlined in the COOP Plan.

1. The Supervisors then initiate their respective COOP telephone notification cascade *(Insert Annex # and page#)* by calling each staff member and relaying the information and guidance relative to the COOP.
2. The supervisors will make a second attempt to contact those individuals who were not initially available. If this attempt is unsuccessful, the supervisor will leave a message.
3. Once initial contact is made (message left/page sent), supervisors call the Program Director and report status of cascade, including personnel not contacted.
4. Supervisors will in turn report status to the Program Director via telephone or e-mail if it is available.
5. For personnel not initially contacted, they should immediately contact their supervisor.
6. Notification may be via personal contact, telephone, cell phone, pager, radio, and television broadcasts, or a combination thereof.
7. When a call or other notification is received by anyone in a calling cascade, the information given by the supervisor should be carefully recorded to ensure that it is passed accurately to the next person in the cascade.
8. Supervisors will notify the Program Director upon completion of their notification process. Supervisors will report all unsuccessful contact attempts to the Program Director after relocation has been affected.

The *(Identify who by position title)* or his/her designee will notify the regional DJJ personnel that an emergency relocation of *(Program Name)* is anticipated or in progress.

The plan shall be implemented in no less than 12 hours of activation.

Upon receipt of a COOP alert from the DJJ Regional Office, or a designated successor, the program director or designee will notify their staff using their internal telephone notification cascades. Notification may be via personal contact, telephone, cell phone, pager, radio and TV broadcasts, or a combination thereof. Upon completion of the notification process the Program director or Designee shall notify the Regional Office or the designee of the completion or status of the notification process.

Implementation without Warning: It is expected that, in most cases, the Department will receive a warning of at least a few hours prior to an incident.

1. The ability to execute the Continuity of Operation Plans following an incident occurring with little or no warning will depend on the magnitude of the incident's impact on the physical facilities and whether sufficient personnel are present in the facility or surrounding area. The Program director or Designee, upon receiving an assessment on the magnitude and type of event that is occurring can activate the plan.
2. Under worst case scenario the DJJ Regional Director or *(Insert Position Title)* would assume operational direction and control of DJJ functions in their regions until otherwise advised.
3. Positive personnel & visitor accountability throughout all phases of emergencies, to include COOP, is of utmost concern, especially if the emergency occurs without warning.
4. Supervisory Staff and Master Control will continue to maintain accountability of staff, contractors, and visitors by signing them in on the appropriate visitor logs and the Master Control log. They shall track the current locations of all personnel signed into the building. Any location in the facility that maintains a logbook will also enter these personnel on the logbook when they come into and out of the facility for accountability.
5. In the event that all electronic media is shut down due to an emergency event, a runner will be assigned to establish accountability for all personnel assigned to or having entered the facility. The report of accountability will be made to *(Insert Position Title)* and the supervisory staff present, by means of telephone or in person, at an interval dictated by the nature of the emergency.

Time-Phased Implementation: Depending upon the facts surrounding any impending emergency, the Department HEOT will initiate an "alert code":

1. Code "**Amber**" means there approximately 48-72 hours remaining to the emergency event impacting an area.
2. Code "**Yellow**" indicates there are approximately 24-48 hours remaining to the emergency event impacting the area.
3. Code "**Blue**" indicates the emergency event is anticipated to impact an area within 24 hours. The Department is divided into regions and circuits based on functions. Thus, depending upon the emergency event, each region will not necessarily be under the same alert code. Alert codes will be issued only for those areas experiencing the emergency event.
4. In the more severe circumstances, an emergency event may preclude implementation of any alert code. In such cases, immediate steps will be taken to initiate the COOP Plan applicable for the location of the event.

5. Upon experiencing the emergency condition and receiving the assessment of the situation, the *(Insert Position Title)* or designee will notify the Regional Office of the current status utilizing the following means:
 - a. Landline communication.
 - b. *(Insert type of cell phones)*
 - c. *(Insert type of radios)*
 - d. Email notification
6. In the event that communication cannot be established through the *(Insert North, Central or South)* Regional Office, notification will be made using the emergency radio communication equipment or some other means.

IV-3 Activation Procedures during On-Duty Hours

1. The *(Insert Position Title)* notifies *(Insert Position Title)* of the emergency requiring activation of the COOP Plan.
2. The *(Program Name)* COOP Operations Team designee activates the COOP plan and notifies the appropriate ARS Superintendent/Director.
3. The *(Insert Position Title)* immediately directs the movement of the COOP Operations team to an assembly site or to the designated ARS.
4. The COOP Operations team immediately deploys to a designated alternate relocation site to assume mission critical functions.
5. If already at the *(Name Location)*, other *(Program Name)* employees remain on duty pending further guidance.
6. The tasks in Section IV-2 – Initial Actions are completed in their entirety.

IV-4 Activation Procedures during Non-Duty Hours

If the emergency event occurs after hours, the shift supervisor shall be responsible for notifying the program director or designee at the earliest possible time. This notification may be through personal contact, cell phone, telephone, or radio.

- a. Facility administrators shall report to the facility, if possible, following an emergency event if no means of communication exists.
- b. The program director or designee will make notifications through his or her chain of command.
- c. The shift supervisor may lockdown the facility to ensure safety and security is not compromised.

IV-5 Deployment and Departure Procedures – Time-Phased Operations

The *(Position Title)* in coordination with the DJJ *(Insert North, Central or South)* Region COOP Operations team will determine allowances for partial pre-deployment of any mission-critical functions, which are critical to operations, at the time the COOP activation is directed. This determination will be based on the event or the level of threat. The following actions establish general administrative procedures for the Advance Team to allow for travel and transportation to the Alternate Relocation Site. Specific instructions will be provided by *(Insert Position Title)* at the time deployment is ordered.

- a. The *(Position Title)* directs the deployment of the *(Program Name)* Operations Team and critical personnel to the Alternate Relocation Site. (See Section III-3 through III-11.)
- b. The COOP Operations Team is directed by the *(Position Title)* to either relocate to a designated assembly point or an alternate relocation site. Team members should ensure that they have their official drive-away kits and their personal preparedness gear.
- c. The Operations Team member begin movement taking with them all office drive-away kits and personal preparedness gear. The Operations Team will most likely use privately owned vehicles for transportation to the designated facility. Specific instructions will be provided at the time of activation. (See Section III-3 through III-11).
- d. Non-critical personnel present at the *(Program Site)* at the time of an emergency notification will be directed to proceed to their homes or other *(Name Facility)* to await further instructions. At the time of the notification, information will be provided on safe routes that should be used to depart the facility or other appropriate safety precautions. During non-duty hours, non-critical personnel should remain at their homes pending further guidance from *(Position Title)*.

IV-6 Transition to the Alternate Operations

Alternate Relocation Sites have been incorporated into this plan. Cooperative agreements have been established with other residential facilities that are prepared to accommodate an evacuated facility within an hour's notice. The Alternate Relocation Sites shall be prepared to sustain operations for up to 30 days.

Plan Execution:

1. Decision-Making Process: Following an emergency event, the program director or designee shall conduct an assessment to determine the extent of damage to the facility.
 - a. If the emergency event occurs after hours, the shift supervisor shall conduct this assessment and report to the program director the extent of the damage.
 - b. If the damage is minimal and/or affects only a portion of the facility, the affected part of the facility may be closed off and the population would be secured in another area of the facility.
 - c. If the damage is such that mission critical functions cannot continue, the *(Identify by Position Title)* or designee may order that the facility be closed and evacuation procedures commence.
 - d. In the event that the *(Identify by Position Title)* becomes disabled, the Delegation of Authority *(Insert Annex # and page #)* will become effective.
2. Evacuation:
 - a. Supervisors or designees should explain the evacuation process to the youth and encourage them to remain calm and comply with all directives issued by staff.
 - b. No youth will be released.
 - c. Minimum Standards of Communication, Direction and Control Shall Be Maintained until the Alternative Site is Site-Ready.
 - d. The program director or highest-ranking staff at the facility at the time of the emergency event shall be responsible for the direction and control of the facility.

IV-7 Site-Support Responsibilities:

1. Cooperative agreements have been established in advance with neighboring residential facilities. These facilities have established plans, which will allow the facility to accommodate an evacuated facility with minimal advance notice (within one hour). At a minimum, procedures for housing an evacuated facility are as follows:
 - a. The program director or assistant program director will notify the on-duty shift supervisor that an evacuated facility is enroute and advise the number of anticipated youth.
 - b. Food Services will be alerted for meal planning utilizing the supporting sites vendors, contractors and resources with the required notification period per the mutual aid agreement (Annex 2).
 - c. Available areas to house youth will be searched and prepared for the youth from the evacuated facility.
 - d. Youth will be combined in order to provide room for the evacuated facility.
 - e. The shift supervisor shall conduct an inventory of mattresses and provide the program director with the number of available mattresses.

2. The program director or assistant program director shall request the evacuated residential program to do the following:
 - a. Provide an estimated time of arrival.
 - b. Provide staff to supervise youth.
 - c. Bring sheets, blankets, clothing, undergarments, socks, etc.
 - d. Bring personal hygiene items (toothpaste, toothbrushes, toilet paper, soap, etc.).
 - e. Bring food items.
 - f. Bring prescription medications for youth.
 - g. As times permits, bring youth case files and medical files for youth.
 - h. Bring their facility logbook.
 - i. Bring a sufficient number of mattresses, if necessary, for youth and staff (the conference room will be provided for periods of rest).
 - j. Bring any other items deemed necessary by the evacuating facility.

3. Upon arrival of the evacuated residential program the following shall occur:
 - a. All youth shall be frisk, electronic and strip-searched (to include the completion of a body chart).
 - b. Youth are written on a Movement Sheet as a transfer in and included in the population report as a courtesy hold.
 - c. Youth and staff will be escorted to the assigned housing location.
 - d. Staff will be assigned radios and facility keys. If additional keys sets are needed, maintenance will be contacted.
 - e. Case files shall be stored in the designed file area in a locked file cabinet. If case files are not transferred with the youth, a file will be prepared that shall consist of the face sheet, classification form, and body chart, at a minimum.
 - f. Telephone logs shall be maintained by the evacuating residential program.
 - g. Visitor logs shall be maintained by *(Identify by position title and location or master control)*.
 - h. A schedule shall be provided to the lead worker from the evacuated residential facility. This schedule will filter these youth into the existing schedules (meal, school, activity, letter writing, phone calls, etc.). Adjustments to the schedule may be necessary depending on the number of youth being housed.
4. Staff from the evacuated residential programs will be familiarized with the daily operations of this facility, to include, but is not limited to: Daily schedules (meal, school, activity, letter writing, phone calls, etc.), confinement procedures, search procedures, obtaining medical/mental health services, key control, and radio use.
5. Staff of this residential program will be expected to provide assistance to the evacuated program as deemed appropriate by the shift supervisor.
6. Staff from the evacuated program shall report directly to the on-duty shift supervisor.
7. The program director or designee will call additional staff for duty as deemed appropriate. Mission critical staff would include:
 - a. Staff to provide supervision of youth.
 - b. Staff to assist with transportation.
 - c. Administrative personnel identified by the program director
 - d. Maintenance personnel.

- e. Medical personnel.
 - f. Food service personnel.
8. Vehicle Readiness: All vehicles used to transport youth shall be searched for contraband/damage and secured.
- a. Vehicles should be fueled to no less than $\frac{3}{4}$ tank full.
 - b. Vehicles shall contain emergency equipment such as a cell phone, first aid kit, spare tire, fire extinguisher, etc.
 - c. A minimum of two staff will be assigned to each vehicle transporting youth. Additional staff may be assigned at the discretion of the shift supervisor depending on the source of transportation utilized such as buses.
 - d. Vehicles assigned to the neighboring commitment facility will be utilized if necessary. If these vehicles are not secured, they will be used to transport additional staff and supplies only.
 - e. A contract with the local school board provides for the use of their buses.
 - f. A list of all vehicles to be utilized in the process is attached *(Identify Annex # and page #)*.
9. Headcounts:
- a. Each housing unit will conduct headcounts to ensure all youth are accounted for.
 - b. The headcounts shall be logged in the master control logbooks.
 - c. Any discrepancy in a headcount shall be immediately reported to the shift supervisor.
10. Mechanical Restraints:
- a. There shall be a sufficient number of restraints for all youth.
 - b. Frisk search shall be conducted prior to the application of restraints.
 - c. Flex-cuffs should only be used as a last resort and for added security.
 - d. The hands-in-front technique shall be used.
 - e. Rapid movement may be necessary therefore youth should not be restrained together in pairs.
 - f. Youth may not be secured to any fixed objects.

- g. Facility operating procedures relating to the use of mechanical restraints shall be strictly adhered to.

11. Loading Process:

- a. As time permits, the housing units will be evacuated one at a time.
- b. Instruct youth to remain calm and comply with all directives.
- c. The designated evacuation site is the *(Insert Location)*. If this area of the facility is damaged, the *(Insert Location)* shall be used for evacuation purposes.
- d. Prior to exiting the facility, a head count shall be taken and reported to master control.
- e. Using the JJIS printout, the staff shall check off the names of each youth as they enter the vehicle.
- f. The vehicle number shall be recorded on the JJIS printout to ensure that staff know the whereabouts of each youth.
- g. The roster shall remain in the vehicle with the staff providing transportation.
- h. A copy of this list should be provided to the shift supervisor if possible.
- i. Once all youth are secured in the vehicle, another headcount shall be taken and reported to *(Identify by position title)*.
- j. The youth roster shall be reviewed to ensure that all youth have been accounted for.
- k. This process shall continue until each housing unit has been evacuated and secured in the vehicle.
- l. Master control will call the Alternate Relocation Site and advise when the transporters are enroute.
- m. Non-secured vehicles will be used to transport additional staff and facility supplies such as youth case file information, food, hygiene items, sheets, blankets, etc.

12. Instructions Upon Arrival at the Alternate Relocation Site:

- a. The vehicles shall be parked in a secure location prior to unloading the youth from the vehicles.
- b. Prior to unloading, a headcount shall be taken and reported to the receiving facility.
- c. Vehicles shall be unloaded one at a time.
- d. The youth shall be secured in the receiving facility before the next vehicle unloads.

- e. Once secured inside the receiving facility, headcounts are taken again.
- f. Mechanical restraints are removed and frisk searches are conducted.
- g. At the discretion of the receiving facility, a change of clothing may be provided.
- h. Youth and staff will be escorted to the designated area of the receiving facility and are provided a briefing.

SECTION V: PHASE II – ACTIVATION

V-I Execution of Mission Critical Functions:

Upon evacuation, the Program Director will ensure that support for the following functions:

- a. Monitor and assess the situation that required the relocation.
- b. Monitor the status of personnel and resources.
- c. Ensure the continuation of DJJ critical functions.
- d. Report the status of the operations to the Program Monitor.
- e. Establish and maintain contact with the Regional Office through the chain of command.
- f. Plan and reschedule relocation site operations.
- g. Prepare and disseminate instructions and reports as required.
- h. Prepare for and support the relocation group when they are directed to the restored site.

Termination of Primary Operations:

- a. Computers – all computers shall be turned off. Backup discs should be taken to the Alternate Relocation Site.
- b. Logbooks – each facility logbook shall be taken to the Alternate Relocation Site at the time of evacuation.
- c. Video history – a 30-day recorded history of the facility shall be boxed and stored in a secure location away from the facility.
- d. Facility security – all doors shall be closed and locked.

- e. Surveillance equipment – cameras and video records shall shut down.
- f. Fences and gates – a perimeter check shall be conducted to ensure all fences and gates are secure.
- g. Storage facilities (maintenance, clothing, food, facilities supplies, etc.) – each storage site shall be locked.
- h. Youth case files/medical records – these records should be transported to the Alternate Relocation Site. If this is not possible, file cabinets containing these records shall be locked.
 - 1. Medication shall be locked in secure cabinets in the locked medical unit. Prescription medications shall accompany youth to the Alternate Relocation Site.
 - 2. Personnel files and other sensitive materials shall be locked in file cabinets.
 - 3. Facility keys shall be secured in a lock box in the lobby. Access to facility keys shall be limited to the program director, assistant program director, Security Officer and maintenance.
 - 4. Youth property shall be safeguarded. Valuables shall be secured in the facility safe or program director's office.

V-2 Establishment of Communication:

Each staff member identified, as mission critical should have with them all available portable electronic communication means available (i.e. pager, cell phone, Nextel radio, charger, laptop computers, etc.).

- a. Telephone rosters are provided to shift supervisors and administrative personnel.
- b. As appropriate, the program director or designee will begin to retrieve pre-positioned information and data and activate specialized systems or equipment as needed.

V-3 *(Program Name)* Relocation Group Responsibilities

(Program Name) COOP Operations Team Responsibilities. As soon as possible following their arrival at *(Identify Alternate Relocation Site)* the Operations Team members will begin providing support for the following functions:

- a. Establish and maintain communications links with the (PRESIDENT/CEO and the DJJ Regional Office.
 - 1. Coordinate the deployment to *(Identify Alternate Relocation Site)* based on the *(Program Name)* Program Director's notification.

2. Coordinate preparation of the Alternate Relocation Site office and prepare for arrival of the critical personnel of the Operations Team at the Alternate Relocation Site within 12 hours.
 3. Coordinate transition of the *(Program Name)* mission critical functions at the Alternate Relocation Site or reconstituted Program Facility.
 4. The Operations Team will disseminate administrative and logistics information upon arrival. This information should cover a period of up to 30 days.
 5. The Operations Team will proceed to assigned spaces, which will be identified in the Alternate Relocation Site-Support Procedures.
 6. Operations Team personnel will support operations as outlined in Section V-1 above.
- b. Notification of New Work Location:
1. Staff shall be responsible for contacting the parent/guardian and notifying them of the Alternate Relocation Site. This notification may take place by telephone or through e-mail communication or fax with the assigned juvenile probation staff.
 2. Maintenance personnel shall be responsible for notifying vendors of the new work location and, if necessary temporarily discontinue services.
 3. Medical personnel shall be responsible for notifying medical vendors of the new work location. Services may be requested to continue at the relocation site.
 4. Food service personnel shall be responsible for notifying food vendors of the new work location. Services may be requested to continue at the relocation site.
 5. A change of address may be filed with the U.S. Postal Service to ensure uninterrupted mail service. This will be at the direction of the *(Identify by Position Title)*.
 6. Fire suppression, ventilation and other systems deemed appropriate by the maintenance department shall continue to operate.
 7. Access to the facility shall be limited to the *(Identify by Position Title)*, program director or designee for the duration determined by the program director.
 8. The Program director or designee will notify the DJJ regional office staff of the change of location for facility operations.

V-4 Augmentation of Staff

- a. If it becomes evident that the Relocation Group cannot ensure the continuous performance of mission critical functions, the *(Identify by Position Title)* in conjunction with the Program Director will determine the capacity to augment staffing. This may require two shifts working on a 12-hour basis.
- b. The *(Identify by Position Title)* will then request the Program Director to ensure the identified position are staffed with individuals who have the requisite skills to perform the tasks.
- c. It is imperative for COOP operations at an Alternate Relocation Site to ensure a centralized and coordinated roster of personnel due to limited space and resources.

V-5 Amplification of Guidance to Critical and Non-Critical Personnel

The *(Identify by Position Title or Office Name)* in coordination with Administrative Services will develop informative communication options both written and electronic for information dissemination to all *(Program Name)* employees in regards to the duration of alternate operations, pertinent information on payroll, time and attendance, duty assignments, and travel authorizations and reimbursements.

V-6 Development of Plans and Schedules for Reconstitution and Termination

- a. The *(Program Name)* Operations Team in coordination with DJJ regional staff will develop Reconstitution and Termination Plans and Schedules to ensure an orderly transition of all (PROGRAM NAME) functions, personnel, equipment, and records from the ARP to a new or restored facility.
- b. The *(Identify by Position Title)* will designate a reconstitution POC to work with Residential Services Regional Staff to develop appropriate plans and schedules.
- c. The *(Identify by Position Title)* in conjunction with the DJJ Regional Director will approve the plans and schedules prior to the cessation of COOP operations.
- d. The *(Program Name)* Operations Team will oversee the Reconstitution and Termination process.

SECTION VI: PHASE III – RECONSTITUTION AND TERMINATION

VI-1 Overview

Within 24 hours of an emergency relocation, the *(Program Name)* with support appropriate from the Department of Juvenile Justice, and the Bureau of Archives and Records Management, will initiate operations to salvage, restore, and recover the affected facility after the approval of the local and federal law enforcement and emergency services involved.

Reconstitution procedures will commence when the *(Identify by Position Title)* in consultation with the DJJ Regional or other authorized person ascertains that the emergency situation has ended and is unlikely to recur. Once the appropriate DJJ representative has made this determination in coordination with other state authorities, one or a combination of the following options may be implemented, depending on the situation:

- a. Continue to operate from *(Name the Alternation Relocation Site)* with support from other state agencies, if necessary.
- b. Begin an orderly return to the *(Name the facility)* and reconstitute from remaining DJJ or other resources.
- c. Begin to establish a reconstituted facility in some other facility.

VI-2 Procedures

The Program Director or Designee shall oversee the orderly transition of functions, personnel, equipment, and records from the Alternate Relocation Site prior to a new or restored facility. They shall:

- a. Have all property, supplies, records and equipment transported to the reconstituted facility. They shall be set up, function checked and determined to be operational.
- b. Direct support staff to return to the reconstituted facility and begin support operations and prepare for the arrival of all remaining facility personnel.
- c. Direct supervision to account for all personnel to be transferred to the reconstituted facility and upon completion of accountability, have the staff begin the orderly, controlled and secure movement to the facility.

Upon arrival at the facility, establish accountability; conduct the controlled and secure movement into the facility to begin normal operations.

- a. Communications: A point of contact shall be designated to inform personnel of developments regarding reconstitution. This POC will provide updates and change of status to the staff as they occur or are required.

- b. Assessments: Prior to relocation to a new or restored facility a security, safety and health assessment shall be conducted to ensure suitability.
- c. Transfer of Mission Critical Functions: Once all necessary equipment and documents are in place at the new or restored facility, the transfer shall take place and normal operations are resumed.

VI-3 After Action Review and Remedial Action Plan

1. Data Collection: An after action data collection process will be initiated prior to the cessation of operations at the Alternative Relocation Site.
2. Employee Observation/Comment Forms: This form is designed to collect information from any employee working during the COOP activation. It will be used to record comments about any action, strength, or weakness observed during operations. The Program Director or designee will distribute these forms preferably electronically or in paper to all deployed employees prior to the cessation of operations.
3. Ups and Downs Quick Report: This form is designed to record a snapshot of strengths and weaknesses at the conclusion of the operations. It should summarize what the section and/or branch feels were the three things that worked best and the three things they feel require additional work or training. The Program Director or designee will distribute these forms preferably electronically or in paper to all branches.
4. The inputs from both the Employee Observation/Comment Forms and the Ups and Downs quick Report will be incorporated into a COOP Remedial Action Plan. Recommendations for changes to the COOP Plan and accompanying operating procedures will be developed and incorporated into the COOP Annual Review Process.
5. The program director or designee shall participate in the annual review of the training program for the COOP program and ensure that training is conducted two times per year. The training will incorporate training exercises that execute different facets of the COOP program. That a test of the Coop system is conducted 1 time each year (month of *Insert Month*) and that the results are reviewed and lessons learned report will be prepared for review and implementation.
6. The *(Identify by Position Title)* shall participate in planning and budget processes by establishing a panel that reviews the budgeting and planning processes to ensure maintenance, operation, and funding for a viable COOP capability.
7. Multi-year planning strategies and funding will be planned in conjunction with the planning and funding considerations conducted through the Office of the Secretary of Department of Juvenile Justice. All funding and strategies to be applied will be dependent up the levels set at the Department of Juvenile Justice. The funding and strategies addressed will set the levels required for the maintenance and continued operational capabilities for the Continuity of Operation Plans.
8. The *(Identify by Position Title)* will utilize the results of local planning and review boards as basis for the recommended levels of funding.

9. The Security Chief or *(Identify by Position Title)* of the *(Insert North, Central or South)* Regional Office will provide directives of linking the *(Insert Program Name)* Juvenile Residential Facilities COOP to the Regional Plan. The plan will be revised according to the directives provided.

DEFINITIONS AND TERMS

(Include program specific terms as needed)

ARPS – The Alternative Relocation Point/Site

ARS Facility Manager – The person in charge of the management and operations of the Alternative Relocation Site.

CEMP – Comprehensive Emergency Management Plan – The plan establishes the framework to ensure that the State of Florida Department of Juvenile Justice will be sufficiently prepared to manage all hazards.

COOP – The **C**ontinuity of **O**perations **P**lan – The plan that describes the process for continued operations during an emergency or disaster event.

DJJ – Department of Juvenile Justice.

DJJ REOT – The Department of Juvenile Justice Regional Emergency Operations Team.

ELT – Executive Leadership Team – The ELT is composed of the Secretary, Deputy Secretary, Chief of Staff, Medical Director, Communications Director, and the Assistant Secretaries from each program areas of the Department.

Emergency Operations Officer (EOO) – The person identified by the Program to serve as the contact person with the DJJ Regional Emergency Operations Team.

EOG – Executive Office of the Governor

Critical Staff – Those staff members identified as necessary to perform responsibilities and duties in the event of an emergency.

FTE – Full Time Equivalent – Indicates an employee of the Department.

Juvenile Justice Information System (JJIS) – the computer information system utilized for tracking and maintaining offender information regarding demographics, offense histories, placements, court histories, etc.

Mission Critical Functions – Those functions as identified to be essential in the operations of residential and correctional facilities as well as Headquarters and Regional offices in the event of an emergency.

Regional COOP Operations Team – Persons from the management and operational functions of the Residential Services Headquarters compose the team to provide oversight to the COOP process.

Residential Services – The residential and correctional facilities throughout the Region, which house offenders in various levels of restrictiveness (low, moderate, high and maximum). These facilities may either be state-operated or contractual programs.

(Region) Residential Services Headquarters Office – The office that houses the Regional Director and specific management and operational staff. This office oversees the residential and correctional facilities operations and services within the South region.

(Region) Residential Services Facilities Non-critical Personnel – Those headquarters or regional staff members who are not classified as critical staff during an emergency event.

Region Residential Services Regional Director – That person who serves as the Director of all management and operations of residential and correctional facilities and services within the South region of the state, comprising of circuits 11, 15, 17, 19 and 20.

Residential Services Regional Offices – The various offices that house the Regional Director and/or the management and operational staff for the region.

POC- Point of Contact

EMPLOYEE OBSERVATION/COMMENT FORM

Complete during COOP implementation:

Checklist **YES** **NO** **Comment**

1. Did staff know where COOP Plan was located?			
2. Was plan pulled and activated?			
3. Were there sufficient copies of the plan available?			
4. Was the plan current?			
5. Was phone/notification procedure followed?			
6. Was the plan inclusive for this type of event?			
7. Did the plan incorporate guidelines from the Department's plan?			
8. What was first reaction to the notice of the emergency?			
9. Were notifications performed in appropriate manner?			
10. Was staff training sufficient?			
11. Did staff know their respective role in the emergency situation?			
12. Was staff able to apply their training in the exercise?			
13. Was staff demeanor appropriate?			
14. Were sufficient equipment and vehicles available if evacuation necessary?			
15. Were sufficient supplies available?			
16. Was communication from HQ adequate?			
17. Was communication from local area adequate?			

Additional general comments of participant

UPS AND DOWNS QUICK REPORT

Identify three good and three bad outcomes from the COOP Implementation. Describe the reason for the outcome.

	GOOD	BAD
1. Overall Strengths		
2. Overall Weaknesses		
3. Headquarters Involvement		
4. DJJ Assistance		
5. Program Involvement		
6. Supplies and Equipment		
7. ARS <i>(Name Location)</i>		
8. Relocation Team		
9. Reconstitution		
10.		
11.		
Program Name:		
Additional General comments:		

ANNEXES: *(Include Additional Annexes Specific to Program/Facility as necessary)*

Page

- Annex 1:** Delegation of Authority
- Annex 2:** Cooperative Agreement
- Annex 3:** Emergency Management Plan
- Annex 4:** Evacuation Procedures
- Annex 5:** Vehicles
- Annex 6:** Hand-held Two-Way Radios
- Annex 7:** On-Site Resource Inventory
- Annex 8:** Emergency Call-up Roster
- Annex 9:** Emergency Menu
- Annex 10:** Emergency Rations
- Annex 11:** Annual Training Plan
- Annex 12:** Mission Critical Personnel
- Annex 13:** Mission Critical Functions
- Annex 14:** Drive Away Kits
- Annex 15:** Landline Communication Sites (Alternate Land Line Points)
- Annex 16:** Vendor List
- Annex 17:** *(Program/Facility Specific Issues as needed)*