

TRAILER ESTATES PARK AND RECREATION DISTRICT

TO: Board Members
FROM: Mary Lou McNulty
DATE: March 13, 2008
RE: Disaster Workshop

Attached is a proposed plan for Trailer Estates that was given to us by Bev Lew, representing Future Planning. Please review prior to the March 24th workshop.

Thank you.

TRAILER ESTATES PARK & RECREATION DISTRICT
Continuity of Operations Plan
April 28, 2007

APR 10 2008 AM 10:40

I. INTRODUCTION

II. PURPOSE

This continuity of operations plan (COOP) provides guidance for the **TRAILER ESTATES PARK & RECREATION DISTRICT** residents, paid and volunteer staff located at
1903 69th Ave. West
Bradenton, FL 34207

The plan will help ensure that **Trailer Estates** continues critical operations in the event of an emergency or threat of an emergency and can initiate the **Trailer Estates** restoration process.

III. APPLICABILITY AND SCOPE

- The provisions of the COOP are applicable to all Trailer Estates owners and residents, paid and volunteer staff located within this unit's facilities and jurisdiction. The plan is applicable to the full spectrum of human-caused, natural and technological emergencies and disasters.
- The plan also provides guidance for, and facilitates the preparation of the site or activity-specific plans and procedures that help ensure the safety of Trailer Estates owners and residents, paid and volunteer staff, and allow Trailer Estates organizational elements to continue essential operations in the event of an on-site emergency such as fire, hazardous materials release, medical emergency or security situations.
- This continuity of operations plan will apply to all owners and residents, paid and volunteer staff of Trailer Estates Park & Recreation District.

IV. IMPLEMENTATION

- This COOP will be implemented at the direction of the Trailer Estates Park & Recreation District Board of Trustees or with a Trustee or Disaster Coordinator with the authority to do so.
- This COOP may also be implemented at the direction of _____

V. POLICY

It is the policy of **Trailer Estates** to respond quickly at all levels in the event of an emergency, including human-caused, natural, technological, and other emergencies, in order to continue essential operations.

VI. OBJECTIVE

The objective of this COOP is to direct and guide appropriate actions to:

- Ensure the safety of Trailer Estates owners and residents, paid and volunteer staff and guests on-site during an emergency.
- Reduce disruption to operations.
- Protect essential equipment, records and other assets.
- Minimize damage and loss.
- Provide organizational and operational stability.
- Facilitate decision-making during an emergency.
- Achieve an orderly recovery from emergency operations.
- Mitigate risks by identifying emergency needs that Trailer Estates may meet before the emergency occurs.

VII. PLANNING ASSUMPTIONS

This COOP is based upon the following assumptions:

- Emergencies or threatened emergencies may adversely affect Trailer Estates' ability to continue to support essential operations.
- Trailer Estates owners and residents, paid and volunteer staff may themselves become disaster victims as a result of the event and not be available to respond to provide support. This may also include Trailer Estates' leadership, which would require invoking the succession of authority portions of this plan.
- The event may directly affect local community resources, rendering them unavailable or unusable for use or support by Trailer Estates.
- Paid and volunteer staff and other resources from Trailer Estates and other organizations outside the area affected by the emergency will be made available if required to continue essential operations.

VII. DEFINITIONS

The following definitions are essential to understanding the COOP.

Cold Site: A relocation site reserved for emergency use that requires the installation of equipment before it can support operations. A contractual or formal arrangement may be required to ensure the availability of this site.

Continuity of Operations: Continuity of operations is the capability of an organization to continue to operate or rapidly resume operations in an emergency or threat of an emergency. Continuity of operations activities may include the activation of a relocation site and/or a crisis management headquarters in the local office; the evacuation of residents, paid and volunteer staff from their normal locations; the selection and occupation of a relocation site able to support the continuation of essential activities; and the provision of data processing, logistics, and telecommunications support by temporary use of non-standard or alternative means. These activities could be taking place while the UNIT is providing support to residents in the affected area, either directly or through mutual aid agreements.

Designated official: As provided in the COOP, the designated official is the highest-ranking official (paid or volunteer, as designated) of Trailer Estate Park & Recreation District; or, alternately, a designee selected by mutual agreement among the Board of Trustees.

Emergency (FEMA): An emergency is a sudden, usually unexpected event that does, or could do, harm to people, resources, property or the environment. Emergencies can range from localized events that affect a single office in a building to human, natural or technological events that damage or threaten our local operations. The emergency could cause the temporary evacuation of residents, paid and volunteer staff or the permanent displacement of residents, paid and volunteer staff and equipment from the old site to a new operating location.

Home site: The site from which operations were forced to evacuate. It is the facility in which day-to-day operations are conducted.

Hot site: A relocation site available for immediate occupancy equipped to permit rapid resumption of essential functions. Pre-disaster contractual agreements will be required to ensure access to a hot site.

Relocation site: The hot or cold site where all (or designated) paid and volunteer staff will report for work if forced to move from the home site. Contractual agreements will be required to secure a relocation site.

Essential functions: Those functions, stated or implied, required to be performed by Charter, Rules & Regulations, or Deed Restrictions of Trailer Estates or other functions that the Board of Trustees deem essential.

IX. DEVELOPMENT RESPONSIBILITIES

<u>STEP</u>	<u>ACTION</u>	<u>ACTION AGTS</u>	<u>BACK-UP</u>
1.	Develop, conduct and evaluate COOP exercises		
2.	Develop/coordinate off-site support facilities		
3.	Provide ongoing COOP training		

4. Develop automation back-up protocols and secure off-site storage
5. Develop plans and procedures for the physical transfer of essential files
6. Develop protocols for safe off-site storage of historical case files
7. Establish emergency off-site check writing capability.
8. Develop a back-up telephone system plan
9. Develop a back-up electrical power system plan
10. Ensure that all essential functions can be accomplished at the relocation site
11. Establish procedures for the redirection or termination of mail and shipments
12. Develop a time-phased program for restoration/relocation/mutual aid
13. Establish procedures for call-down alert and notification rosters, chain-of-command and succession
14. Coordinate with national headquarters Risk Management and insurance carriers.
15. Establish who will activate mutual aid agreements and methods for doing so
16. Develop chain of command and line of succession
17. Establish and publicize assembly area (s)

X. WARNING CONDITIONS

The COOP may be implemented under the following conditions:

Warning:

There are some threats to operations that may afford advance warning that will permit the orderly alert, notification, evacuation, and if necessary, the relocation of staff. Situations that might provide such warning include a hurricane, a transportation accident resulting in a release of hazardous materials (HAZMAT) or a threat of a terrorist incident.

No warning:

- **During non-office hours:** Incidents may not be preceded by warnings, (e.g. earthquakes, arson or proximal HAZMAT incidents) or may occur while the majority of on-site paid and volunteer staff is not at work (weekends and evenings). In these circumstances, the majority of paid and volunteer staff will still be able to respond to instructions, including the requirement to relocate following proper notification.
- **During office hours:** Incidents may occur with no warning during normal office hours. If indicated by the circumstances of the event, the COOP will be implemented by expeditiously moving paid and volunteer staff and clients out of the building.

XI. ESSENTIAL LOCATIONS, OPERATIONS, PAID AND VOLUNTEER STAFF, AND EQUIPMENT

Locations: The following locations are deemed essential to operations under this plan.

<u>FACILITY NAME</u>	<u>ADDRESS</u>	<u>PHONE</u>	<u>POC</u>

XII. HAZARD ANALYSIS

SITE VULNERABILITY/RISK ANALYSIS

Name: Trailer Estates Park & Recreation District	POC:	POC Phone:
Address: 1903 69th Ave. West	City: Bradenton	
	Date of Analysis:	By:

HAZARD	LOW	MEDIUM	HIGH
Natural and Technological Hazard Assessment Based Upon Historical Data			
(Source: Red Cross Unit Disaster Response Plan, County EMA etc.)			
Fire (structural)	X	X	
Fire (wild land)	X		
Flood (slow rising)		X	
Flood (storm surge from hurricanes)			X
Thunderstorms	X		X
Lighting strikes	X	X	X
Tornado	X	X	
Hurricane			X
Earthquake	X		
Volcano	X		
Blizzard/winter storm	X		
Hazardous Materials release (fixed/proximate)	X		
Hazardous materials release (truck/proximate)	X		
Tidal Wave	X		
Power outage	X		
Telephone outage	X		
Water outage	X		
Natural/propane gas outages	X		
Nuclear power plant / testing facility events	X		
Chemical weapon storage facility events (CSEPP)	X		
Air crash			X
Mass transit derailment (within 6 blocks of facility)	X		
Potential terrorist targets	X		

FIRE ↑
 Flood
 Thunderstorms
 Hurricane

**Countermeasure Survey and
Recommendations:**

**In place and
adequate or
Not applicable**

**In place but
requires
upgrade**

**Recommended
action to be taken**

- Perimeter security alarm installed (local)
- Perimeter security alarm installed (monitored)
- Interior "panic" alarm system installed (monitored)
- Guard during normal business hours
- Guard during after hours
- Interior (office and space) locks
- Window locks
- Improve key control
- Crime prevention activities
- Response agreement w/law enforcement or security
- Improve exterior lighting
- Improve interior lighting
- Smoke alarms installed (1 per 500 Sq. Ft.)
- Carbon monoxide detector alarms installed (1/floor)
- Earthquake "P Wave" alarms installed
- Gas/Propane detector alarms installed (1/floor)
- Hurricane shutters installed (all windows & doors)
- Furniture/appliances strapped to walls (EQ)
- Sandbags on site (include shovels & sand)
- Flood/trash pumps available/on site
- 1 Class A-B-C fire extinguisher per 500 Sq. Ft.
- Fire fighting water hose/station per floor
- Trash emptied nightly into fire resistant dumpster
- Flammable/caustic chemicals stored outside facility
- Computer back-up in place and stored off-site
- Drinking water tested annually
- All paid and volunteer staff trained in basic fire fighting
- All paid and volunteer staff trained in basic first aid/CPR
- All staff have a Family Disaster Plan and Disaster Supplies Kit
- All electrical outlets are FGI protected to avoid shorts,
Electrocution, and fire
- Back-up emergency lighting installed in every hallway
- Emergency exit signs clearly posted and able to be seen
During power outages
- Established facility evacuation collection points a safe
Distance from the building.
- Emergency food and water stored onsite
- Weather alert radio on during business hours
- Facility electrical system lightning protected
- Telephone switch system
- Computers/file server
- Electronic office equipment
- Spike and surge protectors on all electronic equipment
- Lightning detector installed
- Uninterruptible Power Supply (UPS) on all data Systems with
A 6-hour back up
- Uninterruptible Power (UPS) on all telephone Supply systems
With a 6-hour back-up

Pre-land fall: The Board of Trustees will be in charge and open for business, as usual, (per organizational flow chart responsibilities) until 24 hours pre-land fall. Trustees will have to identify and authorize specific individuals to work on their TE disaster SOP and committees.

FUNCTION	NAME	PHONE	BACKUP(s)	NAME	Phone
Chairman Policy & Procedures Office Standard Operating Procedures (SOP) for office equipment & personnel pre-land fall for staging (requires contract for staging off premise), All data/records must be secured pre-land fall. Continuity of services to the owners and residents of Trailer Estates. With Board of Trustees will have to come up with post disaster policy on vacant lot buy outs. SOP on financing with the small business administration. Needs to be responsible for identifying resources available for TE owners and residents to mitigate their losses in a disaster.	Janet Jones				
Continuing Rec SOP for TE kitchen in times of disaster. Coordinate with Manatee County Emergency Operations Center (EOC) and other non-profits to provide a feeding site for residents and owners of TE during a disaster. Inventory, assessment and compiling needs for post land fall. Includes one day training in food handling at Manatee County Health Dept. Needs to have 20 available workers post disaster.	Margo Cushman				
Health & Welfare Future Planning SOP for possible sheltering post disaster including contracts, vendors, Red Cross and non-profit partners. Will be responsible for completing National Shelter Survey (NSS) with copies to EOC and the American Red Cross. Will work with the Block Captains, special needs residents and owners. Educational program on channel 96 to ensure current information on pre-land fall disaster.	Mary Lou McNulty				
Seasonal Rec SOP for communications outside of disaster area. Will need to work with Web Site and PR for providing information to owners and residents in and outside of disaster area. He will need to work with the Fire Department, ARC, Sheltering and non-profit partners. Works with TE owners and residents that are trained in RT Communications, RT Computer Operations (RCO), and HAM radio operators outside of the areas.	Tom Featheringill				
Maintenance SOP for maintenance and equipment pre/post land fall including inventory. Contract for staging all maintenance equipment pre-landfall. Do survey on TE resources and facilities to identify gaps that will need to be assessed for mitigation and recovery from disaster. SOP for logistics to accept receive and deliver supplies post disaster coordinating with ARC, EOC and FEMA.	John Vander Molen				
Treasurer SOP for insurance, evaluating coverage vs. cost working with committee to inventory and document all office equipment while working with the Maintenance Trustee to ensure inventory and filming of all maintenance equipment. SOP for banking and accounting. Working with TE owners and residents committee that are American Red Cross trained in DA. Coordinate	Pam Cole				

Mowd C

committee of owners and residents with financial expertise on budgeting and insurance, with disaster training.

PR **Bruce Smith**
SOP for Trailer Estates including the Marina pre-land fall planning and post clean-up. Plan to include the contracts with vendors. Work with the Marina Committee on pre/post landfall preparedness and clean up.

PR government liason from TE to owners and residents, EOC, FEMA, non-profit partners and HAM operators. He will work with the seasonal recreation trustee on communications.

PR **Joe Bigley**
SOP to coordinate ARC and damage assessment (DA) post-land fall with Red Cross/Manatee County Building Inspectors. Work on education program with owners and residents on compliance with county and state laws regarding property preparedness pre-disaster.

Secretary **Peg Durham**
SOP to coordinate with Fire Department. SOP post disaster planning. Coordinate with Maintenance on logistics. (Know who needs what). Work with communications and sheltering to know where all TE owners and residents can be contacted for individual lot (FEMA tent and OUTREACH) decisions. Volunteer agencies.

Relocation Sites:

Need to call places.

XIII. ACTIVATION/IMPLEMENTATION OF THE COOP

The COOP will be activated under the following conditions.

CONDITION	ACTION 1	ACTION AGENT	ACTION 2	ACTION AGENT	COMMENT
Sustained power Failure at chapter building	Determine length of anticipated outage	Emergency Services Director	Engage emergency generator	Disaster Action Team Coordinator	Ensure sufficient generator fuel is available. Reduce electrical usage and load
Damage to Chapter from hurricane or other destructive weather	Assess damage and ability to continue essential operations	Emergency Services Director	Initiate COOP and activate mutual aid agreements and business partners	Chief Executive Officer and Public Affairs Director	Ensure availability of alternate site
Inaccessibility To chapter due to sustained road or traffic closure	Determine length of transportation disruption	Emergency Services Director	Develop alternate access if possible	Disaster Action Team Coordinator	Relocate essential functions off-site if possible.

A COOP is implemented in four stages—

1. Stage 1 (Pre-Emergency Stage) Actions

Prepare, develop, review and exercise the COOP.

a. To ensure that this COOP is effectively and rapidly implemented, the **Chief Executive Officer** will:

- 1) Appoint a COOP point of contact (POC) for coordination and implementation of this COOP and identify a site to be used as a command center to address fire, police, public information, and paid and volunteer staff concerns. This site may be at the paid and volunteer staff assembly area, the relocation site or another convenient location.
- 2) Identify essential functions and services of the unit.
- 3) Maintain current paid and volunteer staff notification and relocation rosters.
- 4) Encourage regular maintenance back-up copies of vital records (including key computer files) required to perform essential functions, preposition essential records and update them periodically, and prepare (or identify items to be included in) drive-way kits consisting of essential operating information and equipment.
- 5) Make appropriate provisions for residents, paid and volunteer staff with special medical needs.
- 6) Conduct tests **bi-annually** of the office telephone and other notifications procedures and back-up systems.
- 7) Conduct test **weekly** of the emergency power back-up system.
- 8) Conduct quarterly visits to the previously identified relocation sites and assembly areas.
- 9) Provide current information to the relocation site manager concerning any unique requirements if a site has been selected, and prior arrangement made.
- 10) Ensure procedures for controlling confidential materials (case files, paid and volunteer staff files etc) are understood and followed.
- 11) Ensure coordination with Office Manager so that payroll, accounts payable,

accounts/donations receivable requirements can be met. Ensure that emergency check writing procedure is developed in accordance with the succession of authority plans.

- 12) Identify potential sources and processes for funding that supports relocation expenditure.
- 13) Drive-away kits: Each department has several references, databases, procedures, guides, etc. that are constantly in use. Assembling these documents in a briefcase or boxes so that they can be carried out of the facility to a new site "on the way out" will assist in resuming operations. Identifying such documents in advance and developing a department checklist posted in each department, will also help to focus on these essentials records and operations. Case files need to be addressed by each department in accordance with established procedures.
- 14) Relocation site assignments: Organizing for operations at the relocation site should take place during the pre-emergency stage. Depending upon each department's organization and function, the following teams might be considered.
- 15) A) management team (including paid and volunteer staff) who will be the first to move to the relocation site.
- 16) B. Program support team may include any of the following:
- 17) -Facilities
- 18) -Administrative support
- 19) -Office of Volunteers/HR
- 20) -Public relations/information
- 21) -Transportation
- 22) -Finance/data processing, etc.
- 23) Assist paid and volunteer staff with development of their personal/family disaster plan and preparedness.

2. **STAGE 2-Alert, Notification and Relocation**
3. All or part of the organization leaves an untenable site, either, with or without warning.
4. a.) Ensure that all check-lists (to be developed by the unit in the planning phase) are reviewed and completed by the appropriate persons. These should include, first and foremost, the alert and notification process.
5. b.) Additional procedures need to be outlined here by the unit based on the unit COOP plan.

DEPARTMENT: Disaster Services

Function: Administration

<u>STEP</u>	<u>Action</u>	<u>Action Agent</u>	<u>Back-Up</u>
1.	Verify the event through outside sources	Emergency Services Director	Disaster Chair
2.	Activate call-down lists to key leadership	Disaster Chair	Volunteer Coordinator
3.	Pack up Drive-away kits	DAT Coordinator	DAT Team Leader/s
4.	Concur with unit management about relocating	Emergency Services Director	Chapter Chair
5.	Call and activate relocation site agreement	Emergency Services Director	Chief Executive Officer

3. Stage 3-Relocation Site Operations

Operations are set up and on going at the new site.

- a. Ensure that all checklists are reviewed and completed by the appropriate persons.
- b. Additional procedures need to be outlined here by the unit.

Department:

Function

STEP	ACTION	ACTION AGENT	BACK-UP
1.	Arrive at relocation center and activate back up plans.	Emergency Services Director	Disaster Chair
2.	Complete call-down list to key leadership. EMA,SCC,SLC-DS Advise of relocation, Executive Officer	Chapter Chair	Chief
3.	Deploy Drive-away kits	Emergency Services Director	Disaster Chair
4.	Assign key staff to recovery positions	Emergency Services Director	Disaster Chair
5.	Deploy assessment teams to assess damage to unit facility and/or community Coordinator	DAT Team Leaders/s	Disaster Assessment
6.	Develop a service delivery plan for the event	Emergency Services Director	Disaster Chair

4. STAGE 4-Ending Relocation Site Operations and Transition

Transiton from the relocation site to the original home site or to a new site.

- a. Ensure that all checklists are reviewed and completed by the appropriate persons.
- b. *Additional Procedures to be outlined here by the unit.*

DEPARTMENT	FUNCTION		
Step	Action	Function	Back-Up
1.	Verify with local officials that reentry is now possible	Emergency Services Director	Disaster Chair
2.	Coordinate with the unit management regarding re-occupancy of unit facility Chair	Emergency Services Director	Disaster
3.	Develop transition plan for re-occupancy	Disaster Chair	Chapter Chair

XIII. EXERCISE AND TRAINING (under review)

XIV. PUBLIC RELATIONS (under review)

Operations:

The following operations are identified as essential for the District in priority order, for the circumstances listed:

- For an emergency that affects only the unity facility and its support for usual clients----
 1. Maintain essential communications and interface with the service area for lines of service, as well as established Disaster Services and AFES Facilities that may be deemed essential.
 2. Retain the capability to respond to emergencies.
 3. Maintain essential security of District property, records emergency operating records, and legal and financial records.
 4. Protect, maintain, and process time and attendance records, emergency operating records, and legal and financial records.
 5. Ensure that support systems are provided for affected District's residents, paid and volunteer staff.
 6. Other operations as deemed necessary during the writing of this plan. (The list is provided as an attachment to this plan.)
- For an emergency that involves the District's jurisdictional area and, possibly, contiguous District jurisdictions, responding to a disaster or emergency of any kind (in addition to those listed above)---
 1. Coordinate support for assistance for assistance with local governments and agencies in responding to an emergency.
 2. Activate, or cause to be activated thorough appropriate channels, written mutual aid programs within the state.
 3. Provide support and assure the safety and well-being of deployed paid and volunteer staff for essential functions.
 4. Communicate with all District residents, paid and volunteer staff affected by the emergency and advise them of the status of the emergency.
 5. Other operations as deemed necessary during the writing of this plan. (The list is provided as an attachment to this plan)

Positions:

The following positions are identified for the District, in priority for the circumstances listed:

- For an emergency that affects only the District's facility and its support for usual clients----
 1. Office Manager and selected member of the Board of Trustees necessary to maintain minimum support operations.
 2. Administrative paid and volunteer staff to protect, maintain, and process time and attendance records, emergency records, and legal and financial records considered essential.
 3. Direct service directors (Emergency Services, Disaster Services and AFES) and necessary support paid and volunteer staff necessary to maintain a minimum level of service delivery and response capability to the unit jurisdictions(s).
 4. Support staff as necessary to secure, relocate and restore unit property and equipment.
 5. Other positions as deemed necessary during the writing of this plan. (This list is provided as an attachment to the plan.)

AGREEMENT TO PERMIT THE USE
OF A FACILITY AS A RED CROSS EMERGENCY SHELTER

Effective Date: Upon execution.

Expiration Date: None. Owner or Red Cross may terminate the agreement upon 30 days' notice.

Owner:

Owner's 24 Hour Point of Contact (name and cell phone number)

Primary: BRUCE W SMITH

Alternate: PAM COLE

Owner's Address for Legal Notices:

1903 69th AVE

Red Cross: The American National Red Cross, a not-for profit corporation under the laws of the United States.

Red Cross 24 Hour Point of Contact (name and cell phone number)

Primary: ERIN CRAIG

Alternate: SHELTER MN

Red Cross Address for Legal Notices: The American National Red Cross, Manatee County Chapter, 2905 59th St W, Bradenton, FL 34209 with a copy to The American National Red Cross, Office of the General Counsel, 2025 E Street, N.W., Washington, D.C. 20006 and with a copy to The American National Red Cross, Disaster Operations, 2025 E Street, N.W., Washington, D.C. 20006;

Red Cross Address for Invoices: 2905 59th ST W, Bradenton, FL 34209, with a copy to: Facilities Associate, Field Logistics, The American National Red Cross, Disaster Response 2025 E Street, Washington, D.C. 20006.

Name and Address of Shelter:

1903 69th AVE
BRADENTON BRADENTON FL 34207

OWNER:

TE PARK + REC SP. DIST.

RED CROSS:

The American National Red Cross

By: [Signature]

Name: BRUCE W SMITH

Title: TRUSTEE

Date: 7-30-07

By: [Signature]

Name: Bob Larson

Title: Chapter CEO

Manatee County Chapter

Date: 07-30-07

TERMS AND CONDITIONS

This Agreement is made for the temporary use of a facility designated by Owner for use as a public shelter during a declared or undeclared natural disaster or other condition or event requiring the activation of the disaster relief functions of The American National Red Cross (referred to as an "Emergency"). The parties desire to reach an understanding that will result in providing the facility owned by the Owner to the Red Cross to operate an emergency shelter for the benefit of Owner's community.

Rev. May 2006

TE Resp V Req 9/4/09 00112

MAR 10 2008 AM 10:40

