



**EMERGENCY PROCEDURES MANUAL**©

Courtesy of Indian River County Chamber of Commerce

Indian River County  
*Chamber of Commerce*

Updated  
May 2017

## TABLE OF CONTENTS

	<u>Page</u>
<b>General</b> .....	3
<b>Purpose</b>	
<b>Authority - Declaration of Emergency</b>	
<b>Personnel</b>	
<b>General Facility Security</b>	
<b>Evacuation Plan</b>	
<b>Staff Special Needs &amp; Responsibilities</b>	
<b>Components of the Plan</b> .....	5
<b>Planning and Preparation</b> .....	5
Facilities/Inventory	
General Policies	
Insurance	
Computer Network	
Communications: Internal and External	
<b>On-Site Emergency Supplies</b> .....	9
<b>Types of Emergencies</b> .....	10
Bomb Threat	
Fire	
Hazardous Materials	
Railroad Incident	
Hurricane .....	8
Hurricane Related Terms	
Flood	
Terrorist/Hostage	
Tornado	
Earthquake	
Nuclear	
Tsunami	
<b>Response and Recovery</b> .....	15
Employee meeting	
Insurance	
Facilities	
FEMA	
General	
Computer Network	
Resuming Business	
<b>Returning To Your Business</b> .....	17
General Tips	
Before You Enter	
Do Not Enter If . . .	
Going Inside	
<b>Wildlife and Other Animals</b> .....	18
<b>Important Numbers</b> .....	19
<b>Employee Info</b> .....	21
<b>Pandemic Influenza</b> .....	22
<b>Acknowledgments</b> .....	26

## **GENERAL OVERVIEW**

### **PURPOSE**

The purpose of the emergency procedures and continuity plan is to provide a systematic approach to follow in the event of an emergency with an emphasis of ongoing safety awareness and preparedness in our work place. The order of priority for our business in any emergency will be as follows:

1. The safety and well-being of our employees.
2. The securing and restoration of our offices.
3. Restoring our business services to our customers and the community as quickly as possible.

### **AUTHORITY - DECLARATION OF EMERGENCY**

Our management is ultimately responsible for making the decision to close our business during regular working hours due to inclement weather or other emergency, and determining whether employees will work at any off-site facility.

When an emergency occurs due to a bomb threat, earthquake, fire, flood, hurricane, tornado or any other emergency situation the CEO or other designated management is authorized to determine action to be taken.

### **PERSONNEL**

Management and staff should keep a copy of this emergency plan in their homes, cars or other place outside of the office so that the information can be easily accessible in case of a crisis.

Make everyone at your business aware of your disaster strategy and that your employees understand what to do in case of an emergency. You will be depending on them to save your business. Furthermore, make sure that your clients and customers know that you have a contingency plan in case of emergency. This will build their confidence in you and your business.

### **GENERAL FACILITY SECURITY**

The last person leaving the premises should follow the procedures below to ensure the security of the building:

- Close and lock all windows.
- Turn off all coffee pots, printers, copiers, or other equipment and appliances.
- Close all inside office doors.
- Turn off all lights. Some light units, such as emergency exit lights, may remain on.
- Program the security system as required and lock the door.
- Check all exit doors to make sure they are closed and locked.

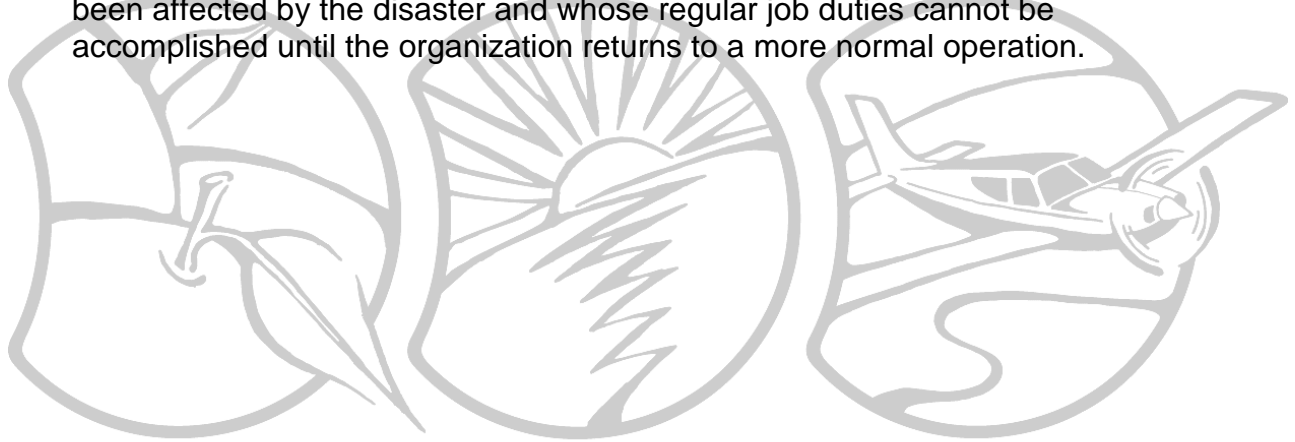
## **EVACUATION PLAN**

The evacuation plan details actions required to exit the building in the event of a major emergency. It will minimize confusion, time delays and account for all working personnel in a safe manner.

- Office exits are clearly marked.
- Respond quickly, but do not panic.
- Check in with the CEO or other staff to be sure that you are accounted for so others are not looking for you in the event of a real emergency.

## **STAFF SPECIAL NEEDS & RESPONSIBILITIES**

Our business leadership recognizes that employees cannot function adequately on the job if their personal lives have been adversely disrupted by a disaster. Every effort will be made to work with and accommodate these employees including providing physical assistance from other staff members who have not been affected by the disaster and whose regular job duties cannot be accomplished until the organization returns to a more normal operation.



**Indian River County**  
*Chamber of Commerce*

## COMPONENTS OF YOUR PLAN

### PLANNING AND PREPARATION

Employees should be kept up-to-date on the possibility of a crisis occurring, e.g., severe weather warnings or hurricane watches.

If there is time to prepare immediately before an emergency or crisis, the following agenda is suggested for a safety meeting which may be called by the CEO or designee:

1. Gather and discuss facts available.
2. Develop and define responsibilities for each employee before and after a disaster.
3. Determine need to close the building, reschedule meetings, reassign staff.
4. Develop the message to communicate to other staff or guests in the building.
5. Assign responsibilities.

All businesses have significant documents, files and electronic records that are pertinent to the operations and success of the business. Identify such files, items or records and make copies for safe storage at another location away from your business. Original or historic documents should be stored safely off-site.

Determine all ways you and your employees might mitigate damages prior to an emergency and add to your business emergency plans.

### FACILITIES & INVENTORY

- Conduct annual review of contents and exterior of building coverage to avoid any underinsured penalties. Keep video tape or photos of building contents in safe deposit box.
- Contact insurance carrier prior to emergency if possible. Keep copy of the insurance policy outside of the office in a lock box or other safe storage and Emergency Information sheet on hand.
- Keep list of capital items and inventory updated in computer and a printed copy in a safe place.
- If evacuation is needed decide which paper records need to be removed from the premises.
- Turn off power at the main power box.
- Unplug and wrap all electrical equipment
- Move files and office equipment if possible and elevate if any chance of flooding.

### GENERAL POLICIES

- Keep documentation showing location and instructions on how to turn off water, power, gas (utilities) and advise all employees where to locate this information.

- Keep list of capital items and inventory updated in computer and a printed copy in a safe place. Keep original or copy of critical documents in safe deposit box and keep list of its contents up-to-date.
- Be responsible for keeping track of in-house emergency supplies in terms of usability and quantity.
- Have an updated plan of how you will coordinate securing your building.
- Secure commitments for temporary quarters to continue operations if the building is not habitable.
- Develop emergency plan for 800 numbers with provider.
- Backup computer system daily, weekly at a minimum. Store a copy in the safe deposit box, take with you in evacuation, or store in other safe place off-site.
- In the event that an emergency affords a warning, such as a hurricane, disconnect power to equipment, remove from floor, and cover tightly with plastic garbage bags or tarps.
- Maintain an updated list of all employees names, phone numbers, address and key family members to contact in the event of an emergency.
- Maintain a current media list including names, phone numbers and addresses.
- Review the fill-in-the-blank press releases and prepared sample statements.
- Review and update all other information in the communications portions of the plan.
- Maintain a list of all potential agencies, organizations and community leaders with addresses and telephone numbers that may need to be contacted in the event of a crisis.
- Work with the Indian River County Department of Emergency Services. Phone (772) 567-2154.

## **INSURANCE**

- Before hurricane season starts each year, review your insurance coverage with your agent.
- Make sure you have adequate coverage, especially if you have made any additions to your business, have expensive inventory or have had your property value increase.
- Check your policy for windstorm and flood coverage.
- Make sure your policy covers windstorm damage caused by wind or hail. Consider purchasing flood insurance if your business/home is in a flood zone as determined by the National Flood Insurance Program. There is an automatic 30-day waiting period for flood insurance, so purchasing flood insurance should be done before hurricane season.
- Know what your policy does and doesn't cover.

- Review your policy for deductible, exclusion and coverage information including relocation, and personal injury.
- Keep an up-to-date inventory including: serial numbers, purchase dates and cost of valuables. Since your insurance company may require proof of cost, attach receipts to the inventory list.
- Video or photographs are a good way to document.
- Safeguard your records.
- **Keep a copy of your policy and your inventory records in a safe deposit box. Make two copies; keep one in a fireproof home vault and give the other to a friend or relative. If your property is damaged, you will need quick access to this information.**

### COMPUTER NETWORK

- Backup computer system daily or at minimum weekly. Store a copy in the safe deposit box, cloud, or remote locations off-site.
- In the event that an emergency affords a warning, such as a hurricane, disconnect power to equipment, remove from floor, and cover tightly with plastic garbage bags or tarps. Use water proof tape to secure.

### COMMUNICATIONS

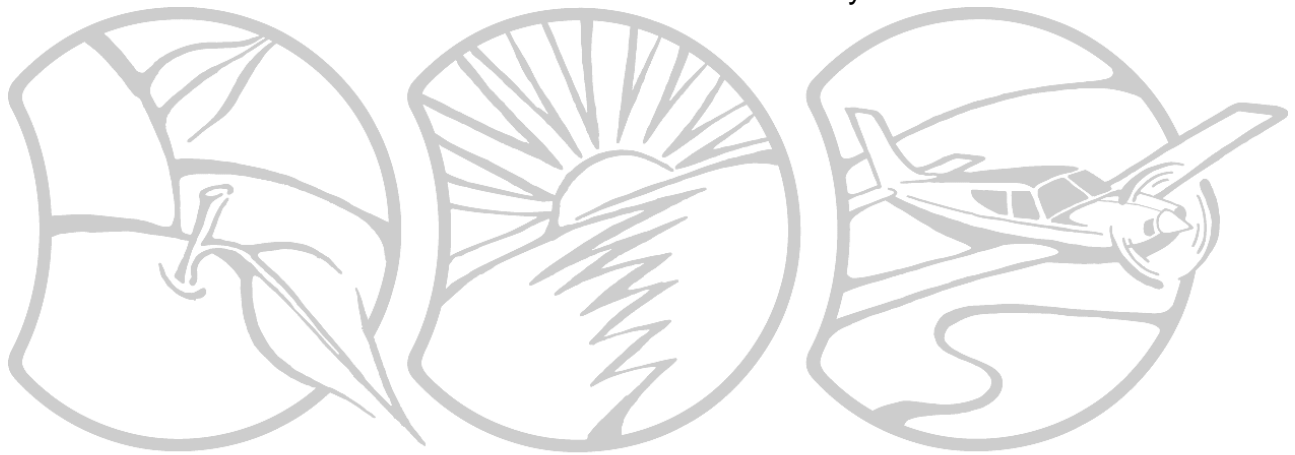
#### Internal Communications:

- Designate line of communications for employees and vendors.
- Maintain an updated list of all employee names, phone numbers and addresses, and key family members to contact in the event of an emergency.
- Maintain a current media list including names, phone numbers and addresses.
- Maintain a list of all potential agencies, organizations and community leaders with addresses and telephone numbers that may need to be contacted in the event of a crisis (for your business and/or employees).
- Indian River County Department of Emergency Services. Phone # (772) 567-2154.
- **Staff welfare is our first priority.**

#### External Communications (Residents, clients, customers, other Businesses):

- Name the CEO or a designated spokesperson who will be the voice of your business.
- If you are a large employer and preparation time exists before a crisis occurs, the management or a designee should contact the media to inform them of his/her emergency mobile or alternate phone number and to let them know that they will be called immediately following the crisis.

- Meet to determine the status of the crisis and the plan for communications, division heads should communicate with their staff members to keep them informed of the status and procedures.
- If the media's information as it is communicated to the public is inaccurate, the CEO or designee should contact the source and work to ensure future accurate coverage.
- As done in regular, daily practices, any statements concerning the your business to be made public through news releases, interviews on media programs or press conferences, shall be coordinated through top management or designee.
- Management or designee is authorized to handle all publicity or media comments for the business as appropriate.
- Every member of the staff should cooperate fully to ensure an accurate flow of information to the community.



Indian River County  
*Chamber of Commerce*



## ON-SITE EMERGENCY SUPPLIES

Additional keys for all secured areas  
Balls of twine  
Blankets  
Bleach  
Bottled water  
Brooms and other clean-up items  
Buckets  
Bulletin board  
Camera or ability to photograph with cell phone  
Cash  
Copy of the emergency plan  
Disinfectant and cleaner  
Duct tape  
Extra batteries and portable battery packs for technology  
Fire extinguisher  
First aid kit  
Flashlights  
Heavy-duty 3-wire grounded extension cords  
Tools such as hammer, pliers, wrench, screw drivers  
Large plastic garbage cans and heavy duty trash bags  
Mosquito repellent  
Pens/pencils  
Plastic sheeting  
Portable phone chargers (not plug in)  
Radio with batteries (stored separately)  
Sand bags or similar  
Scissors and utility knives  
Tarp  
Toilet paper, paper towels, moist towelettes, hand sanitizer  
Waterproof locked box

**These supplies should be updated at least once a year.**

## TYPES OF EMERGENCIES

### BOMB THREATS

While 95% of all written or telephoned bomb threats are hoaxes, the first line of defense is threat analysis.

- Note exact time of call and details of the message.
- Pay close attention to the caller - the caller's voice and background noises for possible caller identification and make every attempt to determine the location, time of expected detonation and type of explosive device.
- Call authorities at 911 and determine the most appropriate response: warn employees, evacuate building immediately.
- Wait for authorities.

### FIRE

No matter how small the fire seems to be, sound the alarm and call the Fire Department 911. Large fires start as small ones.

- Leave the fire area as quickly as possible, closing the door to the room where you saw the fire.
- Close all doors that you pass through on your escape.
- Proceed directly to the nearest fire exit.
- If smoke is evident in the corridor of your nearest exit, use your alternate route.
- If you must use an escape route where there is smoke, stay as low as possible. Crawling lets you breathe the cleaner air near the floor as you move toward an exit.
- Before you open a closed door, feel it with the back of your hand. If it is hot, leave it closed and use your alternate escape route. If it feels normal, brace your body against the door and open it a crack - be prepared to slam it shut if heat/smoke starts to rush in.
- Proceed to the previously designated location and form a group. A head count needs to be taken to ascertain that no one has been left in the building.
- As you are evacuating, follow directions from the CEO or designee. Once outside, move well away from the building so you will not be in the way of fire fighters.

### HAZARDOUS MATERIALS INCIDENT

- Call 911
- Turn off all utilities at main switch.
- Do not attempt to handle or clean up material.
- Wait on-site for authorities to arrive and provide direction to you.

## **RAILROAD INCIDENT**

- Call 911

If the office is located near the railroad track there is vulnerability in the event of an accident or a hazardous materials spill. Should personnel witness an actual railway mishap, they should immediately call 911. Authorities will determine what areas will need evacuation. Should immediate danger be suspected, evacuation should be initiated by any staff member irrespective of authorities communication.

## **HURRICANE**

All management and staff are responsible for keeping abreast of any hurricane watches and warnings issued. An emergency staff meeting will be called once a warning is issued. At the emergency staff meeting, specific responsibilities and roles of other staff members will be reviewed.

If the decision to secure the building is made, each staff member must secure their work areas and assist with securing any outside or inside common areas.

- Have storm shutters ready for use and make sure you have all parts and proper tools.
- Take down flags or signs and bring indoors any loose objects from outside.
- Remove valuable papers from lower files and place in higher locations **not** out in the open.
- Clear all surfaces of all papers, books, etc.
- Back up computers on disk (management should advise mandatory data to back-up) If back-up is to CD or disk – take those with you when you leave.
- Unplug all electrical items except phones.
- Move computer equipment off floors to higher surface (even on 2<sup>nd</sup> floor- leaks from roof may cause water on upper floors).
- Cover **all** equipment, telephone and/or other electronics with plastic.
- Close all doors inside building.
- Remove perishables from refrigerators. Consider propping refrigerator door in open position.

### **Employee Assignments**

All Staff are responsible for their own space. This includes removing all equipment and storage from the floor. Cover all equipment. Clean all surfaces of any paper, books, etc. Cover bookshelves. Close all blinds, doors before leaving office. Place all important documents in drawers or other secure areas. Shutter or plywood if applicable.

Expect water seepage and/or flooding. Cover all information. Back up all computers and remove info from property.

Finances- For those who do not have cloud computing- back up data onto flash drive/disk and hard copy day before storm. Client info: contact, address, phone. If category 4 or 5, consider sending info out of state for safety.

### **HURRICANE RELATED TERMS**

Tropical Disturbance: An organized system of clouds and thunderstorms without a defined circulation.

Tropical Storm: An organized system of strong thunderstorms with a defined circulation and maximum sustained winds of 39 to 73 mph.

Hurricane Watch: Hurricane conditions are possible within 48 hours. You should begin preliminary preparations to protect life and property. Stay tuned to radio and TV for weather updates.

Hurricane Warning: Hurricane conditions are expected within 36 hours with winds at least 74mph up to 200mph.. You should complete all hurricane preparations. Follow evacuation instructions from local officials. Leave immediately after an evacuation notice is issued to avoid delays.

*Note: Up-to-date information on hurricanes is also available on the internet:*

**Check [www.weather.com](http://www.weather.com) or [www.nhc.noaa.gov/](http://www.nhc.noaa.gov/)**

### **FLOOD**

Know your flood risk. Most floods will occur as a result of a hurricane or hard driving rains. Understand your insurance coverage for flooding.

The following precautions may apply:

- Turn off all utilities at main switch.
- Move all valuables, equipment and computers to a higher level and cover with plastic bags or sheeting.
- Second floors are vulnerable to collapsing roofs and the intrusion of large amounts of water. Use same precautions on upper floors.

### **TERRORIST/HOSTAGE/ANGRY EMPLOYEE**

- Call 911 if possible, but not risk your life to do so.
- Remain calm - time is on your side.
- Do what they say, remain cooperative
- Let the police do all negotiations.
- Never try to be a hero – it's unsafe unless experienced and knowledgeable in dealing with this type of situation.
- The objective of the police is to look out for your safety first, then negotiate a release of some or all hostages.

### **ACTIVE SHOOTER**

Great information about what to do, how to prepare maybe found on the Homeland Security Website

[https://www.dhs.gov/xlibrary/assets/active\\_shooter\\_booklet.pdf](https://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf)

## **TORNADO**

If a tornado warning is issued, employees should take shelter immediately and crouch down, covering their heads. It is safer to be on the first floor instead of the second floor. The safest areas on the first floor are a windowless area.

The forward speed of tornadoes has been observed to range from almost no motion to 70 miles per hour. In Florida, the average tornado width is 475 feet; the average length is 3 miles.

Stay clear of windows, doors, outside walls and open spaces. Protect yourself from falling and flying debris. Do not drive, evacuate any type of vehicle and do not take shelter under vehicles. If you are outside when a tornado hits and do not have time to seek indoor shelter, lie flat in the nearest ditch, ravine or culvert with your hands shielding your head.

### **Tornado Related Terms**

Tornado Watch: Issued when conditions are favorable for a tornado to occur. Be prepared to seek shelter.

Tornado Warning: Issued when a tornado has either been sighted in the immediate area or been observed by Doppler radar. Immediately seek safe shelter.

## **EARTHQUAKE**

Most casualties from earthquakes are caused from falling materials.

### **If indoors**

- Take cover under sturdy furniture.
- Stay near center of building and away from windows.
- After shaking has stopped, exit building.

### **If outdoors**

- Move away from buildings and utility wires.

### **If in a moving car**

- Stop as quickly as safety permits and stay in vehicle.

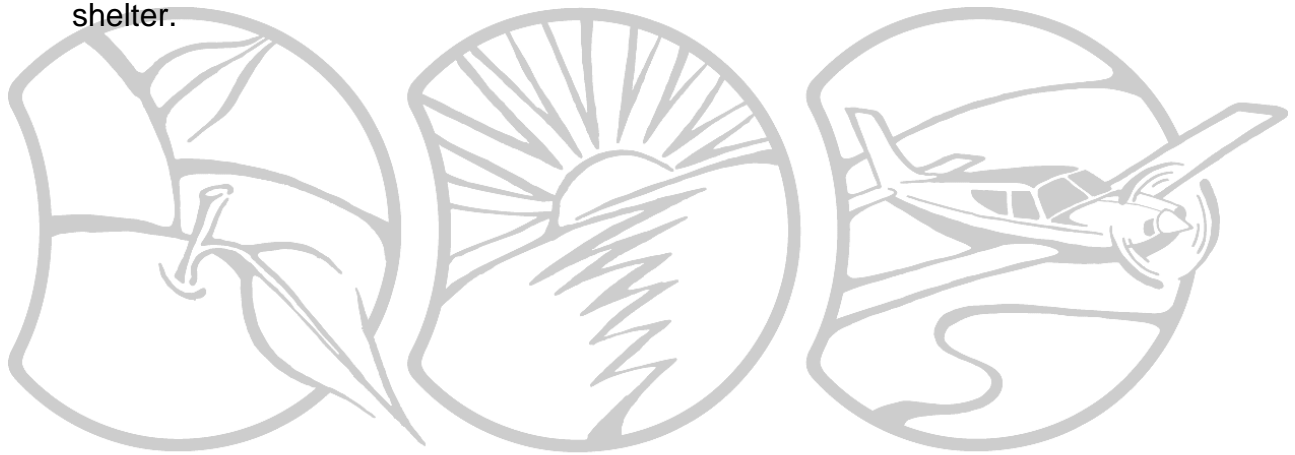
## **NUCLEAR**

In the unlikely event of a serious accident at the St. Lucie County/Hutchinson Island Nuclear Power Plant, there might be a release which could send radioactive particles and gases into the atmosphere. Heavier radioactive particles would probably fall quickly, near to the point of release. Lighter particles carried further by the wind, would fall more slowly and could affect areas up to 50 miles from the point of release. Indian River County lies in this 50 mile radius, which is also known as the Ingestion Exposure Emergency Planning Zone (EPZ). The main concern for county residents in this 50 mile EPZ would be contamination of vegetables, milk and drinking water which has been obtained from open sources (lakes, rivers, ocean, etc.) Specific instructions concerning

protective actions to be taken during such an emergency will be broadcast over the Emergency Alert System (EAS), Radio and TV.

### **TSUNAMI**

Although the chance of any tsunami in Indian River County is extremely remote, if one was to affect the east coast of Florida it would likely originate from a long distance. Computer modeling for a large tsunami originating from the Puerto Rico trench could inundate the Indian River County beaches to the dune line. Modeling results from a tsunami triggered by a large Portugal earthquake suggest more significant tsunami impacts locally. In this case, ocean water may breach the dune line in some locations and reach as far as Highway A1A. The first wave would take two hours or more to reach our beaches, and more likely four to eight hours. Evacuate the designated risk area (areas east of Highway A1A) following the recommended evacuation routes and/or seek shelter.



Indian River County  
*Chamber of Commerce*

## **RESPONSE and RECOVERY**

### **EMPLOYEE MEETING**

Management and staff will meet at your business or a predetermined location as soon as possible following the crisis/emergency. The following agenda is suggested:

- Community information may be limited. Listen to local channels.
- Gather/discuss facts available.
- Assess employees' personal and professional needs.
- Determine time frame to open business or if/when temporary facilities are necessary and available.
- Schedule or reschedule meetings.
- Discuss staff assignments.
- Remind all employees of your media policy.
- Assign responsibility for contacting each of your customers, clients or vendors if needed.
- Determine if there is a need to set up an information response center or business hotline, etc.

### **INSURANCE**

- Immediately report extent of contents/building damage to insurance carrier.
- Take photographs of damage prior to repairs.
- Keep accurate records of expenditures, including staff time to recover property.
- Negotiate claims settlement with insurance adjuster for contents.

### **FEMA (WHEN APPLICABLE)**

- Insure a bid process for all work performed with FEMA funds unless otherwise approved by FEMA.

### **GENERAL**

- Assemble building team to help assess damage, assist with external appearance of building or hire security guards to watch building.
- Assess extent of damage to phone service (equipment, lines).
- Put temporary quarters plan in place as needed.
- Secure temporary quarters if necessary (trailers, facility in safe area).
- Secure telephone lines and phones immediately.
- Contact 800 number provider to put emergency plan in place.

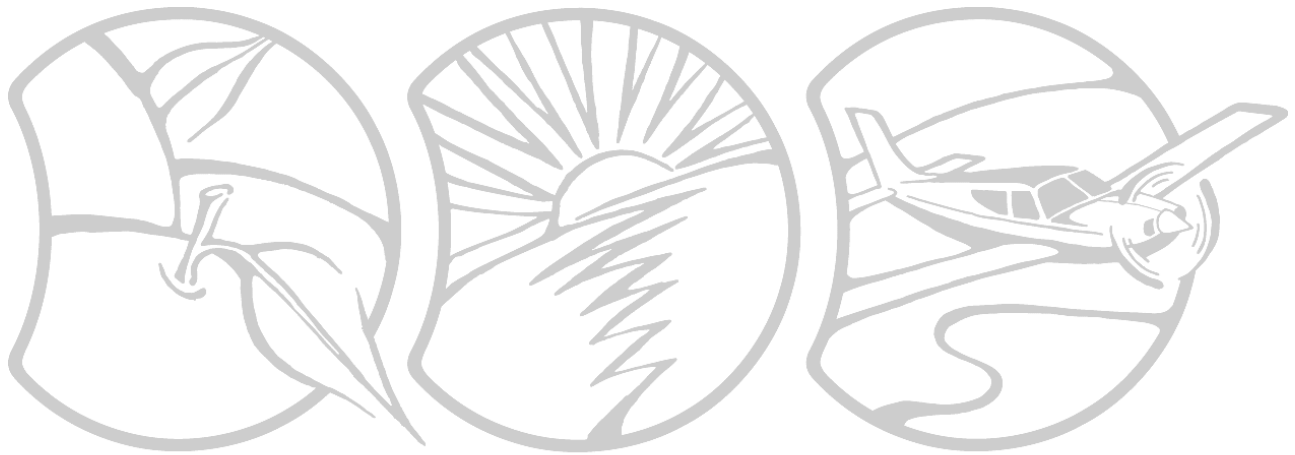
### **COMPUTER NETWORK**

- Conduct a damage assessment and schedule repairs immediately.
- Schedule reinstallation at temporary selected site if needed.
- Retrieve backup tapes from the safe deposit box or off-site location.
- Reinstall backup to recover lost data.

- Print asset schedules for filing insurance claims.

### **RESUMING BUSINESS**

- Promote your business in a positive light.
- Replace your business signage ASAP if destroyed.
- Have staff wear T-shirts displaying your business name, logo and/or a positive message when volunteering in the community.
- Produce signs displaying a positive message (“We’re Going Strong”)
- Help your neighboring businesses and friends.



**Indian River County**  
*Chamber of Commerce*



## RETURNING TO YOUR BUSINESS

Returning can be both physically and mentally challenging. Above all, use caution.

### GENERAL TIPS

- Keep a battery-powered radio with you so you can listen for emergency updates and news reports.
- Use a flash light to inspect damages.
- Note: The flashlight should be turned on outside before entering - the battery may produce a spark that could ignite leaking gas, if present.
- Watch out for animals, especially poisonous snakes. Use a stick to poke through debris.
- Use the phone only to report life-threatening emergencies.
- Stay off the streets. If you must go out, watch for fallen objects; downed electrical wires; and weakened walls, bridges, roads, and sidewalks.

### BEFORE YOU ENTER

Walk carefully around the outside and check for loose power lines, gas leaks, and structural damage. If you have any doubts about safety, have your building inspected by a qualified building inspector or structural engineer before entering.

#### **DO NOT ENTER IF . . .**

- You smell gas.
- Floodwaters remain around the building. -
- Your business was damaged by fire and the authorities have not declared it safe.

### GOING INSIDE

When you go inside your business, there are certain things you should and should not do. Enter carefully and check for damage. Be aware of loose boards and slippery floors. The following items are other things to check inside:

- Call your insurance agent.
- Take pictures of damages.
- Make any temporary repairs necessary to prevent further damage.
- Keep good records of repair and cleaning costs. Keep all receipts for expenditures to temporarily repair damages.
- **Natural gas:** If you smell gas or hear a hissing or blowing sound, open a window and leave immediately. Turn off the main gas valve from the outside, if you can. Call the gas company from a neighbor's residence. If you shut off the gas supply at the main valve, you will need a professional to turn it back on. Do not smoke or use oil, gas lanterns, candles, or torches for lighting inside a damaged building until you are sure there is no leaking gas or other flammable materials present.

- **Sparks, broken or frayed wires:** Check the electrical system unless you are wet, standing in water, or unsure of your safety. If possible, turn off the electricity at the main fuse box or circuit breaker. If the situation is unsafe, leave the building and call for help. Do not turn on the lights until you are sure they're safe to use. You may want to have an electrician inspect your wiring.
- **Roof, foundation or other cracks:** If it looks like the building may collapse, leave immediately.
- **Appliances:** If appliances are wet, turn off the electricity at the main fuse box or circuit breaker. Then, unplug appliances and let them dry out. Have appliances checked by a professional before using them again. Also, have the electrical system checked by an electrician before turning the power back on.
- **Water and sewage systems:** If pipes are damaged, turn off the main water valve. Check with local authorities before using any water; the water could be contaminated. Pump out wells and have the water tested by authorities before drinking. Do not flush toilets until you know that sewage lines are intact.
- **Food and other supplies:** Throw out all food and other supplies that you suspect may have become contaminated or come in to contact with floodwater.
- **Open cabinets:** Be alert for objects that may fall.
- Clean up all chemical spills.
- Disinfect items that may have been contaminated by raw sewage, bacteria, or chemicals. Also clean salvageable items.

#### **WILDLIFE AND OTHER ANIMALS**

Disaster and life threatening situations will exacerbate the unpredictable nature of wild animals. To protect yourself and your employees:

- If bitten by an animal, seek immediate medical attention.
- Do not approach or attempt to help an injured or stranded animal. Call your local animal control office or wildlife resource office.
- Do not corner wild animals or try to rescue them. Wild animals will likely feel threatened and may endanger themselves by dashing off into floodwaters, fire, and so forth.
- Do not approach wild animals that have taken refuge in your building. Wild animals such as snakes, opossums, and raccoons often seek refuge from floodwaters on upper levels of buildings and have been known to remain after water recedes. If you encounter animals in this situation, open a window or provide another escape route and the animal will likely leave on its own. Do not attempt to capture or handle the animal. Should the animal stay, call your local animal control office or wildlife resource office.
- Do not attempt to move a dead animal as it may present health risks. Contact your local emergency management office or health department for help and instructions.

## IMPORTANT NUMBERS TO KNOW

### Law Enforcement/Fire/Ambulance

DIAL 9-1-1

### Disaster Information

See County Emergency Services website: <http://www.irces.com/> Provides quick links to a variety of disaster information.

**Emergency Services Public Information Line**      772-567-2129  
(24-hour weather updates)

### Emergency Alerts Available

County Emergency Services will provide alerts and emergency updates electronically by email, text, web, Twitter, Facebook. <http://www.irces.com/> and register for updates.

### Mobile Apps

A variety of mobile apps are available for updated cell phones. Check under “weather.” The local emergency alert described above is also received via cell phone.

### Hospitals

Indian River Memorial Hospital  
772-567-4311  
1000 36th Street, Vero Beach, Florida

Sebastian River Medical Center  
772-589-3186  
13695 U.S. Highway 1, Sebastian, Florida

### Indian River County Dept. of Emergency Services

4225 43<sup>rd</sup> Avenue, Vero Beach, FL 32967  
772-567-2154 [www.irces.com](http://www.irces.com)  
Emergency Public Information Line 772-567-2129 activated during disasters

**Indian River County Chamber of Commerce:** 772-567-3491

### Pets

Liberty Magnet School at 6850 81<sup>st</sup> Street in Vero Beach is designated as the county’s pet friendly evacuation shelter. Both pets and their owners welcomed. Pre-registration is required and can be done through the Humane Society of Indian River County. Contact: 772-388-3331 ext 10

Pet pre-registration form:

[http://www.irces.com/EM/documents/pet\\_shelterform.pdf](http://www.irces.com/EM/documents/pet_shelterform.pdf)

## Radio Stations

Primary Emergency Alert System Station (NPR)  
WQCS-FM 89.9 mHz

Secondary Emergency Alert System Station (Christian Radio)  
WSCF-FM 91.9 mHz

Other Indian River County radio stations which will carry emergency information: (alphabetically):

WAVE-FM	92.7	Vero Beach
WCZR-FM	101.7	Vero Beach
WGYL-FM	93.7	Vero Beach
WJKD-FM	99.7	Vero Beach
WOSN-FM	97.1	I. R. Shores
WQOL-FM	103.7	Vero Beach
WTTB-AM	1490	Vero Beach
WZTA-AM	1370	Vero Beach
WGRV-FM	107.9	Melbourne
WAXE-AM	1370	Vero Beach

## Television Stations

WPTV (NBC) Channel 5	West Palm Beach
WWCI (IND) Channel 10	Vero Beach
WPEC (CBS) Channel 12	Palm Beach
WPBF (ABC) Channel 25	West Palm Beach

## Special Needs Facilities

Regular public shelters available under emergency conditions will accept anyone who is self-sufficient and needs no outside professional assistance in performing activities of daily living. Individuals not meeting the above criteria will either be referred to the Special Needs Shelter or to an appropriate health care facility. The regular public shelters will have nursing personnel and volunteers to assist evacuees from the time of arrival at the shelter. Individuals with decreased mobility but no additional medical problems will be provided for in a regular shelter.

The focus of the Special Needs Shelter is the medical support and care of persons who require special care during an evacuation at a shelter, such as but not limited to: Dialysis, Oxygen dependent, Nebulizer and Hospice patients. Registration is not required, but recommended to allow entrance into the Special Needs Shelter. Pets are NOT allowed in public shelters. You must make other arrangements for them. However, the Humane Society will assist with arrangements for pets belonging to Special Needs evacuees.

Go to County Emergency Services website <http://www.irces.com> for information and application.

## EMPLOYEE INFO

Employee Name: Cell:  
Emergency Contact: Cell:

Employee Name: Cell:  
Emergency Contact: Cell:

Employee Name: Cell:  
Emergency Contact: Cell:

Employee Name: Cell:  
Emergency Contact: Cell:

Employee Name: Cell:  
Emergency Contact: Cell:

Employee Name: Cell:  
Emergency Contact: Cell:

Employee Name: Cell:  
Emergency Contact: Cell:

Employee Name: Cell:  
Emergency Contact: Cell:

Employee Name: Cell:  
Emergency Contact: Cell:

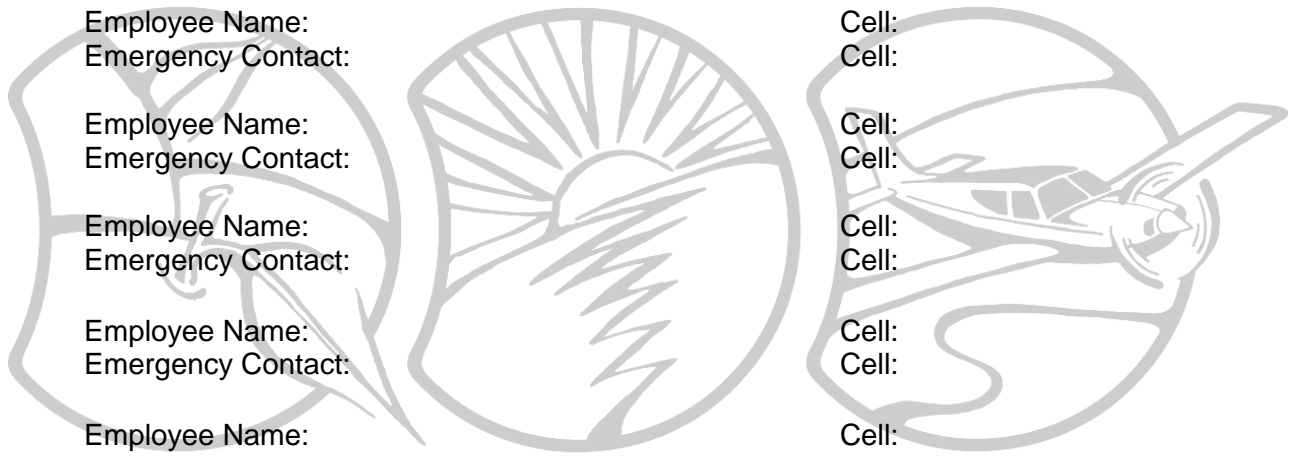
Employee Name: Cell:  
Emergency Contact: Cell:

Employee Name: Cell:  
Emergency Contact: Cell:

Employee Name: Cell:  
Emergency Contact: Cell:

Employee Name: Cell:  
Emergency Contact: Cell:

Employee Name: Cell:  
Emergency Contact: Cell:



Indian River County  
Chamber of Commerce

## PANDEMIC INFLUENZA

In the event of pandemic influenza, businesses will play a key role in protecting employees' health and safety as well as limiting the negative impact to the economy and society. Planning for pandemic influenza is critical. To assist you in your efforts, the Department of Health and Human Services (HHS) and the Centers for Disease Control and Prevention (CDC) have developed the following checklist for large businesses. It identifies important, specific activities large businesses can do now to prepare, many of which will also help you in other emergencies. Further information can be found at [www.pandemicflu.gov](http://www.pandemicflu.gov) and [www.cdc.gov/business](http://www.cdc.gov/business) and [www.hhs.gov](http://www.hhs.gov)

### 1.1 Plan for the impact of a pandemic on your business:

Completed	In Progress	Not Started	
			Identify a pandemic coordinator and/or team with defined roles and responsibilities for preparedness and response planning. The planning process should include input from labor representatives.
			Identify essential employees and other critical inputs (e.g. raw materials, suppliers, sub-contractor services/products, and logistics) required to maintain business operations by location and function during a pandemic.
			Train and prepare ancillary workforce (e.g. contractors, employees in other job titles/descriptions, retirees).
			Develop and plan for scenarios likely to result in an increase or decrease in demand for your products and/or services during a pandemic (e.g. effect of restriction on mass gatherings, need for hygiene supplies).
			Determine potential impact of a pandemic on company business financials using multiple possible scenarios that affect different product lines and/or production sites.
			Determine potential impact of a pandemic on business-related domestic and international travel (e.g. quarantines, border closures).
			Find up-to-date, reliable pandemic information from community public health, emergency management, and other sources and make sustainable links.
			Establish an emergency communications plan and revise periodically. This plan includes identification of key contacts (with back-ups), chain of communications (including suppliers and

			customers), and processes for tracking and communicating business and employee status.
			Implement an exercise/drill to test your plan, and revise periodically.

1.2 Plan for the impact of a pandemic on your employees and customers:

Completed	In Progress	Not Started	
			Forecast and allow for employee absences during a pandemic due to factors such as personal illness, family member illness, community containment measures and quarantines, school and/or business closures, and public transportation closures.
			Implement guidelines to modify the frequency and type of face-to-face contact (e.g. hand-shaking, seating in meetings, office layout, shared workstations) among employees and between employees and customers (refer to CDC recommendations).
			Encourage and track annual influenza vaccination for employees.
			Evaluate employee access to and availability of healthcare services during a pandemic, and improve services as needed.
			Evaluate employee access to and availability of mental health and social services during a pandemic, including corporate, community, and faith-based resources, and improve services as needed.
			Identify employees and key customers with special needs, and incorporate the requirements of such persons into your preparedness plan.

1.3 Establish policies to be implemented during a pandemic:

Completed	In Progress	Not Started	
			Establish policies for employee compensation and sick-leave absences unique to a pandemic (e.g. non-punitive, liberal leave), including policies on when a previously ill person is no longer infectious and can return to work after illness.
			Establish policies for flexible worksite (e.g. telecommuting) and flexible work hours (e.g. staggered shifts).
			Establish policies for preventing influenza spread at the worksite (e.g. promoting respiratory hygiene/ cough etiquette, and prompt exclusion of people with influenza symptoms).

			Establish policies for employees who have been exposed to pandemic influenza, are suspected to be ill, or become ill at the worksite (e.g. infection control response, immediate mandatory sick leave).
			Establish policies for restricting travel to affected geographic areas (consider both domestic and international sites), evacuating employees working in or near an affected area when an outbreak begins, and guidance for employees returning from affected areas (refer to CDC travel recommendations).
			Set up authorities, triggers, and procedures for activating and terminating the company's response plan, altering business operations (e.g. shutting down operations in affected areas), and transferring business knowledge to key employees.

1.4 Allocate resources to protect your employees and customers during a pandemic:

Completed	In Progress	Not Started	
			Provide sufficient and accessible infection control supplies (e.g. hand-hygiene products, tissues and receptacles for their disposal) in all business locations.
			Enhance communications and information technology infrastructures as needed to support employee telecommuting and remote customer access.
			Ensure availability of medical consultation and advice for emergency response.

1.5 Communicate to and educate your employees:

Completed	In Progress	Not Started	
			Develop and disseminate programs and materials covering pandemic fundamentals (e.g. signs and symptoms of influenza, modes of transmission), personal and family protection and response strategies (e.g. hand hygiene, coughing/sneezing etiquette, contingency plans).
			Anticipate employee fear and anxiety, rumors and misinformation and plan communications accordingly.
			Ensure that communications are culturally and linguistically appropriate.
			Disseminate information to employees about your



			pandemic preparedness and response plan.
			Provide information for the at-home care of ill employees and family members.
			Develop platforms (e.g. hotlines, dedicated websites) for communicating pandemic status and actions to employees, vendors, suppliers, and customers inside and outside the worksite in a consistent and timely way, including redundancies in the emergency contact system. Identify community sources for timely and accurate pandemic information (domestic and international) and resources for obtaining counter-measures (e.g. vaccines and antivirals).

1.6 Coordinate with external organizations and help your community:

Completed	In Progress	Not Started	
			Collaborate with insurers, health plans, and major local healthcare facilities to share your pandemic plans and understand their capabilities and plans.
			Collaborate with federal, state, and local public health agencies and/or emergency responders to participate in their planning processes, share your pandemic plans, and understand their capabilities and plans.
			Communicate with local and/or state public health agencies and/or emergency responders about the assets and/or services your business could contribute to the community.
			Share best practices with other businesses in your communities, chambers of commerce, and associations to improve community response efforts.

December 6, 2005  
Version 3.6  
Center For Disease Control  
Dept. of Health & Human Services

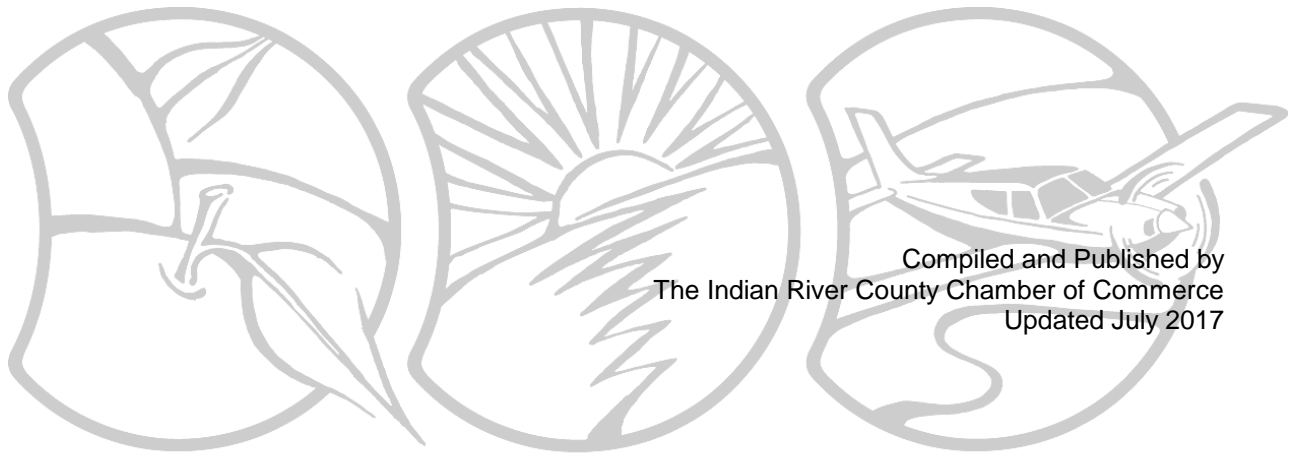
## ACKNOWLEDGEMENTS

Department of Emergency Services, Indian River County, Florida,  
IRC Disaster Preparedness Guide

Federal Emergency Management Agency, “Disaster Planning Guide for Business and  
Industry

Indian River Community College Mueller Center, Vero Beach, Florida; “Safety/Crisis  
Management Manual”

Center For Disease Control, Dept. of Health & Human Services 2006



Compiled and Published by  
The Indian River County Chamber of Commerce  
Updated July 2017

**Indian River County**  
*Chamber of Commerce*