



**EMERGENCY RESPONSE PLAN FOR  
HURRICANES AND OTHER NATURAL DISASTERS**

**UPDATED MAY 2022**

Emergency Response Plan

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### **PURPOSE (1.1)**

Because emergencies may be sudden and without warning, these procedures are designed to be flexible in order to accommodate contingencies of various magnitudes.

Ruth & Norman Rales Jewish Family Services (JFS) has an obligation to serve the community in any way possible, whether by providing services, assisting county officials, or just lending a helping hand to those in need during a crisis.

### **SCOPE OF THE PLAN (1.2)**

These procedures apply to all personnel, and buildings and grounds, associated with Ruth & Norman Rales Jewish Family Services (JFS).

### **SCOPE OF SERVICES (1.3)**

Ruth & Norman Rales Jewish Family Services (JFS) must endeavor to provide services to the community in the event of an emergency. Available services are dependent upon environmental conditions, curfews, and official "all clear" orders.

In the aftermath of a devastating storm or other disaster, the agency may be in a position to assist with basic needs and should have communications with emergency, medical, governmental entities, and community partners. JFS also partners with local civic and religious organizations, some of which may be prepared to mobilize with food and ice and other services.

As a social service, agency staff needs to be responsive to the needs of the community and will be expected to respond as soon as possible after a disaster.

### **PURPOSE (2.1)**

- To provide for the orderly and efficient transition from normal to emergency operations.
- To delegate emergency authority.
- Assign emergency responsibilities.
- Assure continuity of services and operations if and when possible.
- Authorize JFS Executives for actions contained in the plan.

### **PLANNING ASSUMPTIONS & CONDITIONS (2.2)**

#### **Hurricane Conditions (2.2.1)**

- Hurricane Condition I - Minor storm/limited resident occupancy
- Hurricane Condition II - Major storm/limited resident occupancy
- Hurricane Condition III - Minor storm/full resident occupancy
- Hurricane Condition IV - Major storm/full resident occupancy

#### **Planning Assumptions (2.2.2)**

- If a hurricane, it will be a major storm - winds in excess of 150 mph.
- Electricity will not be available for 72-96 hours after the storm.
- Potable water will not be available for 36-72 hours after the storm.
- Emergency services (Police, Fire, and Rescue) will not be available during the storm and immediately after (8-14 hours).
- Telephone service will be out at times during and after the storm.
- Gasoline will not be available for 48-72 hours after the storm.
- Staff working during the storm will require supportive services, food, and lodging during the storm.
- There will be damage and flooding during the storm.
- All nonessential staff will be released prior to the storm.
- Trees and debris will block some of the roadways on campus.
- Sightseers and those with criminal intent will attempt to gain access to campus property when winds subside.
- Base of operations will be the main office on the campus.
- The Agency will not provide shelter for the outside community.
- Preservation of agency data files is a high priority.

### **EMERGENCY RESPONSE CHAIN OF COMMAND (2.3)**

1. CEO
2. Emergency Response Team (ERT)

### **EXECUTIVE INSTRUCTIONS (2.4)**

Designated individual(s) having authority to execute the plan are: Chief Executive Officer, or their designee.

### **RUTH & NORMAN RALES JEWISH FAMILY SERVICES (JFS) EMERGENCY RESPONSE TEAM (ERT) (2.5)**

The ERT will coordinate the actions of each department of JFS.

Emergency Response Team (ERT) is the group of individuals who are responsible for directing emergency actions, office closings, notification to the community, etc. in crisis situations. The ERT will coordinate all emergency preparation and direct all emergency response and disaster recovery. The ERT will conduct emergency meetings (some meetings may be conducted by telephone) to determine the course of action. Team members are on call at all times.

Members: President & Chief Executive Officer; Sr. VP/Chief Operating Officer; Sr. VP/Chief Development Officer; Sr. VP of Finance; VP of Mental Health Services; VP of Financial Services & Meals on Wheels; VP of Senior Services; VP Career & Employment Services; VP of Weisman Delray Center; Director of Food Pantry; Coordinator; Director of Outreach; Director of Toby and Leon Cooperman Therapy & Family Resource Center; Domestic Abuse Program Director and JFS at Home Administrator

### **EMERGENCY CLOSING POLICIES (2.6)**

At times, emergencies (such as severe weather, hurricanes, fires, power failures, etc.) can disrupt agency operations. In extreme cases, these circumstances may require the closing of a JFS facility. As South Florida is prone to hurricanes, employees will be educated as to what point JFS will mandate closure of its facilities and will cancel services.

When the decision to close is made AFTER the workday has begun, employees will receive official notification from their immediate supervisor. In these situations, time off from scheduled work will be paid for the remainder of that workday/shift only.

When the decision to close has been made BEFORE the workday has begun, a determination on how to address lost hours will be made by the Chief Executive Officer or Board Chair.

In the event that such an emergency occurs, employees will be notified directly, as well as by calling the office at **561.852.3333** during a hurricane or emergency.

### **Evacuation to an Off-Campus Area (Complete Evacuation)**

Situations may arise which require off-campus evacuation to ensure the safety of staff, clients and volunteers. These situations may include, but are not limited to such catastrophic events such as: serious chemical spills, airplane crash on or near building, explosive devices detected, major fire or major health related pandemic. Preplanning procedure for an Evacuation to an off-site location, will, at a minimum consist of the following:

1. If Evacuation of the Main Office in Boca Raton is required, staff will be relocated to work from an alternate JFS location such as the Weisman Delray Community Center, the Jacobson Family Food Pantry or work remotely from home.
2. If Evacuation of the Weisman Delray Community Center is required, staff will be relocated to work from an alternate JFS location as noted above, as well as remote work from home. Buses will be relocated to the Jacobson Family Food Pantry or other designated JFS location.
3. If Evacuation of the Jacobson Family Food Pantry is required, staff will be relocated to work from the Main Office in Boca Raton and the two pantry vans will be parked in the JFS parking lot. Once the pantry is able to re-open, food will be inspected for spoilage.
4. During this time of evacuation, employees may be asked to perform tasks outside their normal job description. No employee is exempted from this requirement.

### **ESSENTIAL PERSONNEL (2.8)**

#### **Employee Responsibility during a Hurricane, Named Storm, or Other Crisis**

All employees are expected to assist the agency in hurricane preparedness and/or hurricane/crisis response as a condition of employment.

### **IMMEDIATELY AFTER THE CRISIS (2.9)**

The CEO or the Sr. VP/COO will determine if employees can physically access agency locations.

The phone tree will be activated and employees will be informed when and where to report to work once Sheriff's department has provided the all clear. At which point, all employees are expected to report to work.

Depending on the conditions of the communications systems during and after a storm, direct contact may be impossible. Because of this, all employees must call the Agency at **561-852-3333** in order to obtain a status report on whether or not to report to work.

### **BEGINNING OF HURRICANE SEASON, JUNE 1 (3.1)**

- Inventory and replenish emergency supplies: water, power bars, flashlights and batteries, garbage bags, etc. for both the Boca and Delray Beach locations.
- Director of Volunteer Services identifies volunteer for post-storm visits and food delivery. A training should be held sometime before August for all volunteers.
- Sr. VP/COO will distribute updated versions of the Hurricane Preparedness Manual.
- Office Manager to update and distribute the Emergency Contact Phone List.
- Formally meet with staff to discuss service expectations, changes in the plan, assignments, and any additional or amended procedures.
- Key Program Managers to review and update vulnerable client lists. Vulnerable clients are defined as a person who is unable to be left alone for an extended period of time, and has no family or friends living close by. In addition, they should have at least two of the following:
  - Lives alone/single
  - Poor general health
  - Cognitive impairment
  - Requires medication reminders
  - Fall risk
  - Requires assistance with activities of daily living
  - Does not drive or have access to transportation
- Set up communications network to include cell phones and voice mail.
- Distribute hurricane package to case management clients, food pantry recipients, and other clients as needed.
- Establish communications with outside agencies, local, state and federal authorities and resources that maybe required for assistance.
- JFS opens webpage for registering of non-agency clients for post-storm check-in.
- Coordinate with Federation regarding what conditions will constitute unsafe building safety, shut down procedures and facility closures.
- Back-up all operation records and critical data and store off-site.
- Encourage appropriate clients to register with the Special Needs Shelter or determine evacuation plan.

### **EMERGENCY SUPPLY LIST (3.2)**

- Water – Determine what amounts are possible to both store and transport. Amounts should include, one (1) gallon of water per person, per day for drinking and sanitation. Portable plastic water-proof containers are suggested.
- Food, at least a three-day supply for each person staying on site. All foods should be non-perishable foods stored in water-proof plastic containers.
- Flashlights, extra batteries.
- Battery powered NOAA Radio and extra batteries.
- Two way radios with extra batteries.
- First aid kits with all necessary medicines.
- Cell phone(s) and chargers.

### **72 HOURS BEFORE HURRICANE LANDFALL (3.3)**

- The ERT will begin monitoring a storm.
- The ERT will meet and decide upon a course of action.
- All department heads will be asked to review the Hurricane Emergency Response Plan and their particular duties at this time.
- Members of the ERT will meet with campus officials at this time to discuss procedures.
- Notify the answering services of possible agency opening and closing schedule changes and of any special instructions for callers
- ALL Staff print out two (2) sets of vulnerable client lists and emergency contact list. One set is for the office and one for home.
- Staff should begin preparing their homes for the storm, including food, water and supplies.

### **48 HOURS BEFORE HURRICANE LANDFALL (3.4)**

- ERT on full alert status.
- Agency staff is placed on notice.
- Agency staff is briefed on opening and closing schedules and procedures.
- Back-up of files, data, records, and other relevant data should occur at this stage.
- Review lists of vulnerable clients to be contacted.
- Contact all outside agencies that we will be interacting with post hurricane.

### **36 HOURS BEFORE HURRICANE LANDFALL (3.5) (OR 750 MILE RANGE AS NOTED ON HURRICANE TRACKING MAP)**

- Additional computer data back-up is made at this time. Consider making more than one back-up and storing the back-ups in different watertight places.
- Unplug all computers and office equipment. All equipment should be placed above the floor and covered with plastic.
- All windows are closed and locked, if possible, and all blinds are lowered.



### **24 HOURS BEFORE HURRICANE LANDFALL OR 500-MILE RANGE AS NOTED ON HURRICANE TRACKING MAP (3.6)**

- At this time, a notice from Federation Facilities Department may be released if office locations should be evacuated.
- Notifications via robo calls will begin to all JFS clients and non-clients that have registered for emergency response.
- Final site inspection takes place by Site Director (Delray Beach), Operations Manager (Food Pantry) and Chief Operating Officer (Boca Raton – both locations) ensuring that all equipment is powered off.
- Employees are dismissed.
- Campus Security runs final check, verifies utilities to all buildings have been shut off.
- Security verifies that all personnel have left the campus and buildings are locked.
- Office Manager records alternate greeting for phone line stating hours of operations, or other information useful to caller.

### **IMMEDIATELY AFTER THE STORM (3.7)**

- CEO will contact Vice President of Facilities and receive all clear. Contact is made with campus officials to determine operability and safety of the campus.
- CEO will contact ERT to report to campus (Alzheimer Board Room).
- Follow up notifications via robo calls will begin to all JFS clients and non-clients that have registered for emergency response.
- Answering service greeting and messages are updated to announce agency opening / closing, and other pertinent information for callers.
- ERT will contact staff to give all clear to make phone calls to clients.
- Volunteers and Staff Contact vulnerable clients – when possible (depending on communications availability) based on a predetermined order.
- Determine client needs and coordinate with first responder agencies and the Agency Disability Resource Center. The Emergency Operation Center (EOC) will provide well-being checks on JFS clients that we are not able to reach after a hurricane. To submit names, please call the EOC at the main facility in West Palm Beach at (561) 712-6400. If phones are not operational, there will be a unit open on West Palmetto Park Road near Loggers Run and we can submit names to the field workers who will insure that our clients get water, food and medical attention, if needed.
- Assemble volunteers for home visits.

### **BY-PASS SCENARIO (3.8)**

In the event a storm by-passes the Palm Beach County area, the campus and, therefore, the agency in both Boca Raton locations, The Jacobson Family Food Pantry, and the Shirley & Barton Weisman Delray Community Center should resume normal operation upon the lifting of all watches and warnings. The above procedures are based upon the advisories issued by the National Weather Service. Closures could occur earlier if deemed necessary due to the intensity and/or proximity of a storm.

## **PLANNING GUIDES (4.1)**

### **CHIEF EXECUTIVE OFFICER (4.1.1)**

- Declares states of readiness.
- Issues directives concerning resumption of services.
- Determines extent and seriousness of disaster.
- Convenes the ERT team.
- Coordinates all communications, internal and external, concerning community services.
- Responsible for all media contacts.
- Instructs staff to prepare client lists which include contact information.

### **SR. VP, CHIEF OPERATING OFFICER (4.1.2)**

- Establishes communications with the county Emergency Operation Center (EOC) and Area Agency on Aging.
- Reports states of readiness/preparedness to the CEO as required.
- Conducts inspection of the campus and offices for post-storm damage assessment.
- Assures list of vulnerable clients is accurate.
- Works with Program Staff to review procedures.

### **SR. VP OF FINANCE (4.1.3)**

- Withdraws emergency funds to have on hand.
- Closes open or pending transactions.
- Secures blank checks.
- Secures copies of agency specific documents (insurance policies, licenses, etc.).
- Coordinates recovery activities with telecommunications vendors.
- Coordinates activities with Federation I/T Department.
- **Secures agency data backups.**

### **SR. VP, CHIEF DEVELOPMENT OFFICER (4.1.4)**

- Oversees Director of Volunteers to develop list of volunteers to be deployed after a storm.
- Ensures communication to volunteers before and after major weather event.

### **Individual Responsibilities (4.1.5)**

**Upon notification of a HURRICANE WATCH status or other natural disaster, all employees should:**

- Protect books, valuable papers and equipment by covering with plastic sheeting or garbage bags and masking tape which can be obtained from the Physical Plant Office. It is not necessary to tape office or classroom windows.
- Close and latch all windows and doors.
- Turn off and disconnect all electrical equipment, including lights, copiers, computers, air conditioners, etc.

### **I/T DEPARTMENT SYSTEMS PREPAREDNESS CHECKLIST (4.2)**

#### **Data Backup (Responsibility of Federation I/T)**

1. Backups are automatically run by the I/T Department for agency file servers. Files stored on a local C:\ drive are not backed up, and are therefore subject for loss in the event of a hard drive failure. Because of this, no user files are to be stored on to local C:\ drives or desktops.
2. Run two sets of full system backups. Ensure that the tapes are picked up by the archival company for remote storage.
3. If you hold the installation CD/diskettes to non-enterprise wide software purchased through your department, consider making a copy of it, if you are licensed to do so. The I/T Department may not keep copies of unique departmental software, unless requested to do so. Examples of unique software purchases are Quicken, and Adobe PhotoShop.

#### **Secure Equipment**

1. Turn off all power to all equipment. It is critical to unplug all devices that carry electricity.
2. Turn off battery backup units and disconnect power cords to the wall. Unplug all power cords from the wall to all devices (CPU's, monitors, terminals, modems, fax/modems, etc.). Leave the other end of all of the power cords connected to the PC.
3. Disconnect all phone lines from the wall that are attached to communication devices (modems, fax/modems, etc.). Unplug the network cable from the back of the PC, and leave the other end connected to the network jack on the wall.
4. Secure critical equipment with tarps or plastic covering. Contact the Operations Department for plastic bags and tape, which can be used to cover PC's and peripherals such as printers. Remember, the purpose of this is to keep the computer equipment watertight. The following equipment should be wrapped: CPU (Computer), Monitor, Speakers, External zip drive, Printer, Scanner.
5. If necessary, move the equipment to a safe location. For example, if the equipment is near a window, it should be moved AWAY from it.

#### **Network Services**

IT will keep all mission critical systems in service as long as possible. However, certain components on the network will need to be brought off-line and/or shutdown before the storm hits. This is necessary to ensure that equipment and components are safe from the effects of the storm.

IT will work as quickly as the circumstances permit to restore network connectivity and services throughout campus. Once your PC and peripherals have been setup, ensure that they are connected to a surge protector. Expect power surges, brownouts, and fluctuations for at least several days or longer after power has been restored. All the effort you went through in preparation may be lost if you take a hit after the storm.

Appendix A  
Emergency Contact Information

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**CAMPUS AND SATELLITE LOCATION INFORMATION AND ASSISTANCE (A.1)**

**JFS Main Number - 561.852.3333**                      **Jewish Federation of SPBC Campus Hotline - 561-852-3283**

**Jewish Federation of SPBC 24 hour Security Hotline - 561-852-3235**                      **Jacobson Family Food Pantry - 561-274-1940**

**Weisman Delray Community Center - 561-558-2120**

**IMPORTANT COUNTY NUMBERS AND OTHER INFORMATION (A.2)**

**211:**

Judi Hechtman  
561.383.2162  
[Judi.hechtman@211pbtc.org](mailto:Judi.hechtman@211pbtc.org)  
[www.hurricane211pbtc.org](http://www.hurricane211pbtc.org)

**Area Agency on Aging:**

Trish Ernst  
Director, Communications  
561-684-5885 – ext 59268

**Palm Beach County:**

EOC Emergency Management:	561.712.6549	Mary Blakeney
PBC Disaster Recover Coalition	561.310.2033	Jennifer Beckmann
* Emergency.....	911	
* EMERGENCY MANAGEMENT.....	561-712-6400	
* TDD (Hearing Impaired).....	561-712-6343	
* RESOURCE & CRISIS COUNSELING.....	211	
Animal Care & Control.....	561-233-1200	
American Red Cross.....	561-833-7711	
Code Enforcement.....	561-233-5500	
Consumer Affairs.....	561-712-6600	
Consumer Assistance Hotline.....	800-227-8676	
Contractor Certification.....	561-233-5525	
Engineering & Public Works.....	561-684-4000	
FEMA.....	800-621-3362	
Fire Rescue – Non-Emergency.....	561-712-6550	
Insurance Commissioner.....	561-681-6392	
FPL Power Outages.....	800-468-8243	
Health Department.....	561-840-4500	
Palm Tran.....	561-841-4200	
Palm Tran Connection.....	561-649-9838	
Price Gouging Hotline.....	866-966-7226	
Public Affairs Department .....	561-355-2754	
Public Safety Department .....	561-712-6470	
Roads, Drainage, Bridges .....	561-684-4018	
Salvation Army.....	561-686-3530	
School Board .....	561-357-7500	
Sheriff (PBSO) – Non-Emergency..	561-688-3000	
Solid Waste Authority .....	561-640-4000	
Traffic Signal Repair .....	561-683-6885	
United Way.....	561-640-2995	
*PBC Water Utilities .....	561-493-6000	
Emergency Repairs 24 hrs.....	561-740-4600	

**WEATHER CLASSIFICATIONS**

A hurricane is a type of tropical cyclone, which is a generic term for a low pressure system that generally forms in the tropics. The cyclone is accompanied by thunderstorms and, in the Northern Hemisphere, a counterclockwise circulation of winds near the earth's surface. Tropical cyclones are classified as follows:

**TROPICAL DEPRESSION (B.1)**

An organized system of clouds and thunderstorms with a defined surface circulation and maximum sustained winds\* of 38 mph (33 kt) or less

**TROPICAL STORM (B.2)**

An organized system of strong thunderstorms with a defined surface circulation and maximum sustained winds of 39-73 mph (34-63 kt)

**HURRICANE (B.3)**

Hurricanes are classified into five categories, based on their wind speeds and potential to cause damage. Due to the distance away from the water, the storm surge has been omitted:

CLASSIFICATION	WIND SPEED	DAMAGE
Category 1	74-95 mph	Minimal
Category 2	96-110 mph	Moderate
Category 3	111-129 mph	Extensive
Category 4	130-156 mph	Extreme
Category 5	Over 157 mph	Catastrophic

**Hurricane Watch**

A hurricane **watch** means hurricane conditions (sustained winds of at least 74 mph) are possible in the area within 48 hours.

**Hurricane Warning**

A hurricane **warning** means hurricane-force conditions (sustained winds of at least 74 mph) are expected in your area in 36 hours or less.

**NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION RADIO (NOAA) (B.4)**

NOAA Weather Radio All Hazards (NWR) is a nationwide network of radio stations broadcasting continuous weather information directly from a nearby National Weather Service office. NWR broadcasts National Weather Service warnings, watches, forecasts and other hazard information 24 hours a day. NWR requires a special radio receiver or scanner capable of picking up the signal as the broadcasts cannot be heard on a simple AM/FM radio receiver. Broadcasts are found in the VHF public service band at these seven frequencies (MHz):

162.400      162.425      162.450      162.475      162.500      162.525      162.550