

Catholic Charities

Emergency Preparedness Plan

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I. Emergency Preparedness Plan Overview

Catholic Charities has developed an emergency response plan that outlines its response to medical emergencies, facility and security-related emergencies, public health emergencies, and natural disasters, and addresses:

1. Coordination with appropriate authorities and emergency responders.
2. Communication with the agency councils, personnel, service recipients and their families, community partners, and as appropriate, the public, and the media.
3. Evacuation procedures including accounting for the whereabouts of staff and service recipients and the evacuation of persons with mobility challenges and other special needs.
4. Participation with community partners and stakeholders in community recovery efforts, as appropriate.

All CC personnel will be responsible for reading the Emergency Preparedness Plan.

All Program Directors or Service Line Directors will ensure that the plan is available to CC Personnel and that they have a clear understanding of their roles and responsibilities.

The Emergency Preparedness Plan will be presented during initial orientation and at least annually thereafter.

When potential disasters can be foreseen, and emergency response planned, Catholic Charities will have in place the following process, based on action items to be completed before the foreseen disaster strikes. When an unforeseen disaster affects CC programming, the “post-disaster” portion of the plan will be implemented.

Potential foreseen disaster (i.e. Natural Disasters):

Condition I: Disaster anticipated within 72 hours.

Action:	Persons Responsible:
<ul style="list-style-type: none"> • Ensure that insurance coverage is adequate and current 	Archdiocesan Risk Management Director
<ul style="list-style-type: none"> • Ensure that copies (either electronic or paper) of important documents are secure, information management backups are stored off-site, and any other important documents are available to be transported off site if needed: <ul style="list-style-type: none"> ○ Server backups in place ○ Payroll program backups in place ○ Insurance documents (with telephone numbers) ○ Articles and By-Laws ○ Titles of vehicles and insurance policies ○ Master inventory list ○ Previous year’s audit ○ Client Records ○ Agency Policies and Procedures 	Executive Director Secretariat for Catholic Charities Archdiocese Information and technology Vendor

<ul style="list-style-type: none"> Ensure alternative office space(s) is (are) located and available for post-disaster occupation, if necessary. 	Executive Director Secretariat for CC and Secretariat Management Team
<ul style="list-style-type: none"> Coordinate schedules in an effort to determine who is out of town for training, meetings, etc., and who is on vacation, in an effort to maintain communication as the disaster approaches, and to facilitate decision-making relating to personnel, clients and the closure of offices. 	Executive Director Secretariat for CC and Secretariat Management Team
<ul style="list-style-type: none"> Review the organization's Emergency Preparedness Plan, and the chain of command 	All Personnel as required by Directors and Program Directors
<ul style="list-style-type: none"> Ensure that the Emergency Preparedness Plan and key contact list is updated as needed 	CC Director of Quality and Risk Management Executive Director Secretariat for CC and Secretariat Management Team
<ul style="list-style-type: none"> Staff responsible for the coordination/supervision of volunteers, must ensure that they have a copy of the volunteer telephone contact list at home. 	Staff Responsible for volunteer coordination/supervision (Program/Volunteer Coordinators)
<ul style="list-style-type: none"> Ensure that all service locations have informed the public of possible closure of offices. 	Directors and Program Directors/Site Supervisors
<ul style="list-style-type: none"> Ensure that all CC offices are equipped with a radio with weather band, and batteries for the radio (NOTE: weather band interrupts broadcasts to provide disaster updates). Ensure that all program sites have first aid supplies 	Directors and Program Directors/Site Supervisors
<ul style="list-style-type: none"> Ensure contact lists of local and government disaster agencies. 	http://www.disastercenter.com/indiana/indiana.htm Directors and Program Directors/Site Supervisors

Condition II: Disaster anticipated within 48 hours.

Action:	Persons Responsible:
<ul style="list-style-type: none"> Begin preparations for a possible decision to close offices. Double check to ensure that all personnel have reviewed Emergency Preparedness Plan. 	Directors and Program Directors/Site Supervisors

<ul style="list-style-type: none"> • Ensure that computers are stored in secured location over top for water proofing. • Secure all client records. • Clear desk-top and table surfaces. • Notify callers of plans to close office. Change message on answering machine/voice mail to inform callers of office closing (<i>Note: These messages should be prerecorded prior to an emergency situation</i>). • Bring in, or secure objects on the outside of the building that could be blown around in the storm (e.g. garbage cans, planters). • Ensure removal of cash, valuables, and personal items from the building. • Ensure electricity, air conditioning systems, etc. are shut off. • Close and lock all doors. • Report to “command post” (Agency Directors/Management Teams) after completion of office closure preparations. • Send all personnel home, and report to “command post” (Agency Directors/Management Teams) after completion. 	<p>IT Vendor/Management Archdiocese of Indianapolis</p> <p>Agency Directors/Management Teams</p>
<p><u>Guidelines for closure of residential settings:</u></p> <ul style="list-style-type: none"> • Follow guidelines listed above for closure of offices. • Ensure evacuation of residents to the designated emergency county shelter or allow evacuation as per the individual Emergency Preparedness Plan within the client case record. • Have in place evacuation guidelines for persons with mobility challenges and other special needs. 	<p>Agency Directors/Management Teams</p>
<p><u>Guidelines for closure of Day Group Programming:</u></p> <ul style="list-style-type: none"> • Follow guidelines listed above for closure of offices. • Ensure that all family members are notified of the plan for impending closure of programming and inform them that they will receive notification once programming is able to resume normal & safe operation. • Have in place evacuation guidelines for persons with mobility challenges and other special needs. 	<p>Agency Directors/Management Teams</p>

Condition IV: Disaster is imminent.

- All offices in threatened areas are closed.
- Employees and Volunteers implement personal safety plans.

Condition V: Medical Emergencies

CC will be prepared at each program location to treat injuries and respond to medical emergencies by training personnel on:

Action:	Persons Responsible:
<ul style="list-style-type: none"> • Maintaining a readily available communication devices, poison control information, first aid supplies and manuals at all program sites 	Program Directors/Site Supervisors in collaboration with Agency Directors, under supervision of CC Executive Director.
<ul style="list-style-type: none"> • Consulting with a health professional, as necessary, to develop procedures for such situations 	Program Directors/Site Supervisors in collaboration with Agency Directors, under supervision of CC Executive Director.
<ul style="list-style-type: none"> • Maintaining emergency contact information for personnel and service recipients 	Program Directors/Site Supervisors in collaboration with Agency Directors, under supervision of CC Executive Director.

Condition VI: All Clear

Action:	Persons Responsible
<ul style="list-style-type: none"> • CC Executive Director contacts Agency Directors to: <ul style="list-style-type: none"> ○ Assess damage from disaster ○ Determine time for CC's offices to re-open ○ Activate pyramid call lists for communication to all employees and volunteers 	Executive Director Secretariat for CC and Secretariat Management Team
<ul style="list-style-type: none"> • Communicate with local media regarding re-opening plans. 	CC Executive Director in conjunction with the Archdiocesan Communication Center

Condition VII: Post-Disaster (Applicable to all disaster, foreseen or unforeseen).

Action:	Persons Responsible:
<ul style="list-style-type: none"> • Coordinate Response 	Executive Director Secretariat for CC and Secretariat Management Team
<ul style="list-style-type: none"> • Establish a system for maintaining payroll and financial systems, including retrieval of back-up data. 	Archdiocesan Accounting Office.

<ul style="list-style-type: none"> • Implement and oversee plan for providing emergency services, as necessary. 	Agency Directors.
<ul style="list-style-type: none"> • Oversee distribution of supplies to employees/volunteers. 	CC Personnel as designated by Agency Directors
<ul style="list-style-type: none"> • Communicate with local media as needed 	CC Executive Director in conjunction with the Archdiocesan Communication Center
<ul style="list-style-type: none"> • Agency Directors or designee will contact all personnel within their respective Management Team to assess their ability to report for duty. 	Agency Directors or designee
<ul style="list-style-type: none"> • Personnel will assess damages and ability to resume safe operation/business and report such assessment to Service Directors. <ul style="list-style-type: none"> ❖ Do not touch loose or dangling wires ❖ If the area is flooded, do not turn on lights or appliances until they are checked by an electrician ❖ Ensure detailed documentation of damages for the insurance company (take photographs to supplement) ❖ Complete Risk Management reports (with sufficient detail) to describe damages to equipment and facilities and submit to Agency Directors. 	All personnel under the direction of Program Directors/Site Supervisors and Agency Directors with overall leadership from the CC Executive Director.
<ul style="list-style-type: none"> • Documentation of damage assessment (including photographs) and all claims will be submitted to insurance companies as soon as possible. 	Archdiocesan Management Services.
<ul style="list-style-type: none"> • Repairs and clean-up will be arranged as soon as possible. 	Program Directors/Site Supervisors in collaboration with Service Line Directors, under supervision of Agency Directors.
<ul style="list-style-type: none"> • Arrange for stress debriefing services for clients and personnel. 	Program Directors/Site Supervisors in collaboration with Agency Directors.
<ul style="list-style-type: none"> • Complete Incident evaluation. 	Executive Director Secretariat for CC and Secretariat Management Team
<ul style="list-style-type: none"> • Reviews of client care/operating policies. 	Program Directors/Site Supervisors in collaboration with Service Line Directors, under supervision of Agency Directors.
<ul style="list-style-type: none"> • Evaluation as needed of facilities readiness. 	Program Directors/Site Supervisors in collaboration with Agency Directors.
<ul style="list-style-type: none"> • Improvements made as needed to Emergency Preparedness Plan. 	CC Director of Quality and Risk Management Executive Director Secretariat for CC and Secretariat Management Team

II. EMERGENCY RESPONSE CONDITIONS

- A. Severe Weather
- B. Tornado
- C. Earthquake
- D. Emergency Water Supply
- E. Emergency Electrical Power
- F. Bomb Threat
- G. Fire
- H. Influenza Pandemic
- I. Behavior Support and Management Practices
- J. Child Abduction/Adult Missing
- K. Hostage Situation

A. Severe Weather

A severe weather forecast is an indication that weather conditions are favorable for severe thunderstorms, heavy rain, flooding, high winds, hail, tornado watches, and/or tornado warnings.

Thunderstorm Warning:

- Stay indoors and away from windows after closing all open windows and shutting the shades/curtains where applicable.
- Move clients and visitors away from windows.
- Maintain an environment of calm and reassurance.

B. Tornado

Tornado Watch in Effect

Watch: Local weather conditions exist wherein a tornado may develop

- A tornado watch means that weather conditions are favorable for a tornado to occur.
- Agency Directors ensures program offices are aware of Tornado Watch.
- Program Directors ensure that the battery in weather band radio is functional, and that extra batteries are available, to ensure radio monitoring of the tornado.
- Program Directors or designee monitors any changes in severe weather conditions.
- Program Directors inform clients, visitors and staff of severe condition, and the need to limit activities.
- Staff should secure and lock confidential records.

Tornado Warning in Effect

Warning: There is a tornado in the area now.

- A tornado warning means that a tornado has been spotted. Follow the same procedures as in a severe weather warning and tornado watch.
- Agency Director or designee must report tornado warning upgrade to Service Line Director/Program Directors.
- Program Directors or designee must walk throughout the facility and inform staff and visitors/clients that a tornado warning has been issued.
- Program director or designee gather emergency disaster supplies into a pre-designated inner office (should be an office without windows or exterior walls...on lowest level possible without using elevators....and if no such space is available, choose the safest area possible).
- Personnel ensure that all client case records are secured.
- Personnel should close all doors to offices.
- Program Director or designee should direct all personnel, visitors/clients to congregate in the pre-designated inner office.

Remember to listen to the radio or local news for storm updates.

Tornado Warning Lifted:

- If WARNING has been lifted, and WATCH is still in effect, continue with the protocol under Section "Tornado Watch in Effect".

If all WARNINGS and WATCHES have been lifted, Program Director should inform of the "All Clear" if appropriate. Program Director must then inform personnel to resume operations of the program.

TORNADO STRIKES:

- REMAIN IN SECURE AREA!!!
- All personnel should assess visitors/clients and personnel for injuries.
- Apply first aid as needed.
- Remain with visitors/clients and reassure them. They will react as you do...so BE CALM!!
- Wait for assistance
- Program Director or designee must CALL 911 to report tornado hit and should then follow instructions from Emergency Response Services.
- If telephones are inoperable, staff should attempt to use agency cellular phones, or await arrival of Emergency Response Services.
- If Emergency Response Services advises evacuation...follow their instructions.

- Program Director or designee must coordinate evacuation if instructed, ensuring that emergency supplies are taken outside of the facility. Program Director or designee should then meet Emergency Services as instructed, and relay pertinent information.
- All other personnel should assist visitors/clients in evacuation to a designated area.
- Program Director or designees must notify Agency Directors of the status of the disaster (via cellular phone if operational). Refer to **Emergency Disaster Telephone Contact Lists**.

CLOSING THE FACILITY

- **IF THE FACILITY EXPERIENCES A TORNADO HIT, VISITORS/CLIENT AND PERSONNEL ARE NOT TO RETURN TO THE FACILITY.**
- The facility will be closed for the day.
- Personnel are not to leave the premises until adequate transportation has been rendered to all clients.
- Personnel are responsible for checking in with supervisors the following morning to receive instructions on where to report for work. Agency Directors will advise staff of where to report for work.
- The Agency Directors, in collaboration with the CC Executive Director, arrange to have the facility assessed for damage.
- Agency Directors, in collaboration with the CC Executive Director will prepare re-opening or relocation announcements, and telephone number where visitors/clients can reach Catholic Charities personnel. This information will be delivered through local broadcasting networks.
- If the facility will not be re-opened within 24 hours, the Agency Director or designee (in collaboration with the CC Executive Director) will arrange to have the phone number transferred to another facility to ensure that program access/information is available.

C. Earthquake

The actual movement of the ground in an earthquake is seldom the direct cause of death or injury. Most casualties result from falling objects and debris because the shocks can shake, damage or demolish buildings. Earthquakes usually strike without warning. In most cases the shock occurs and ends in seconds, which precludes any personal protective action during the tremor. If the seismic action is prolonged shaking and rolling, it is prudent to take protective measures: drop, cover and hold under a heavy desk or table if possible. If there is any damage to the building, evacuate the building as soon as possible to an open area away from all buildings.

INJURIES ARE COMMONLY CAUSED BY:

- Partial building collapse; collapsing walls; falling ceiling plaster, light fixtures, and pictures
- Flying glass from broken windows and mirrors
- Overturned bookcases, fixtures, and other furniture and appliances

- Fires, broken gas lines, and similar causes, with danger aggravated by the lack of water due to broken mains
- Fallen power lines
- Drastic human actions resulting from panic
- Falling structures and debris from aftershock

Responsibilities of Agency Directors and Management Teams - After receiving damage assessment reports from qualified facility evaluators, determine the advisability of partial or complete evacuation of the area.

Determine the condition of the exit area and avoid those that are obstructed or otherwise hazardous. Conduct an immediate check of all communication systems including a PA, radio network, internet connections, and telephones. Initiate actions to restore service or use other communication resources including walkie-talkie or messengers.

Direct implementation of evacuation procedures outlined in the Emergency Preparedness Plan. Ensure that all local emergency service authorities are informed of the degree of damage and extent of injuries sustained by the site, and persons.

D. Emergency Water Supply

Drinking Water

If drinking water has been compromised, the Program Director/designee will determine whether the program should remain open. If the Program Director/designee determines that it is appropriate for the program to remain open the Agency Director/designee will follow, if activated, the Community Organizations Active in Disaster protocol for short term and long-term recovery action.

E. Emergency Electrical Power

If the electrical power supply is compromised or unavailable, the Program Director or his/ her designee will determine whether the program should remain open or should open for just the day. It appears that electrical power will be resumed in a short time, staff/clients/ guests may be advised to wait. If the Program Director determines that the power will not be resumed before the end of the business day, he or she may close the program with consultation from the Agency Executive Director.

F. Bomb Threat

CALL Procedures

Most bomb threats are received by phone, but can also come in a note, email or suspicious package. Bomb threats are serious until proven otherwise. Act quickly but remain calm and obtain information with the checklist attached. Supervisors should also be notified immediately.

IF A BOMB THREAT IS RECEIVED BY PHONE:

- Remain Calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, EVEN IF THE CALLER DOES.
- Listen carefully. Be polite and show interest.
- Try to keep the caller talking to learn more information.
- If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.

- If your phone has a display, copy the number and/or letter on the window display.
- Complete the Bomb Threat Checklist (attached) immediately. Write down as much detail as you can remember. Try to get exact words.
- Immediately upon end of the call, do not hang up, but from a different phone, contact 911 immediately with information and await instructions.

IF A BOMB THREAT IS RECEIVED BY HANDWRITTEN NOTE:

- Call 911
- Handle note as minimally as possible.
- Complete Checklist attached

IF A BOMB THREAT IS RECEIVED BY EMAIL

- Call 911
- Do not delete the message.

SIGNS OF A SUSPICIOUS PACKAGE:

- No return addresses
- Excessive postage
- Stains
- Strange odor
- Strange sounds

- Unexpected delivery
- Poorly handwritten
- Misspelled words

- Incorrect titles
- Foreign Postage
- Restrictive notes

DO: Evacuate the building immediately unless advised otherwise by authorities

DO NOT:

- **Use two-way radios or cellular phone, radio signals have the potential to detonate a bomb.**
- **Activate the fire alarm.**
- **Touch or move a suspicious package.**

Checklist to be completed:

BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police
1-877-4-FPS-411 (1-877-437-7411)
- 911

BOMB THREAT CHECKLIST

Date: _____ Time: _____

Time Caller Hung Up: _____ Phone Number Where Call Received: _____

Ask Caller:

- Where is the bomb located?
(Building, Floor, Room, etc.) _____
- When will it go off? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will make it explode? _____
- Did you place the bomb? Yes No _____
- Why? _____
- What is your name? _____

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (Background and level of noise) _____
- Estimated age: _____
- Is voice familiar? If so, who does it sound like? _____
- Other points: _____

- | | | |
|--|--|---------------------------------------|
| Caller's Voice | Background Sounds: | Threat Language: |
| <input type="checkbox"/> Accent | <input type="checkbox"/> Animal Noises | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Angry | <input type="checkbox"/> House Noises | <input type="checkbox"/> Message read |
| <input type="checkbox"/> Calm | <input type="checkbox"/> Kitchen Noises | <input type="checkbox"/> Taped |
| <input type="checkbox"/> Clearing throat | <input type="checkbox"/> Street Noises | <input type="checkbox"/> Irrational |
| <input type="checkbox"/> Coughing | <input type="checkbox"/> Booth | <input type="checkbox"/> Profane |
| <input type="checkbox"/> Cracking voice | <input type="checkbox"/> PA system | <input type="checkbox"/> Well-spoken |
| <input type="checkbox"/> Crying | <input type="checkbox"/> Conversation | |
| <input type="checkbox"/> Deep | <input type="checkbox"/> Music | |
| <input type="checkbox"/> Deep breathing | <input type="checkbox"/> Motor | |
| <input type="checkbox"/> Disguised | <input type="checkbox"/> Clear | |
| <input type="checkbox"/> Distinct | <input type="checkbox"/> Static | |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Office machinery | |
| <input type="checkbox"/> Female | <input type="checkbox"/> Factory machinery | |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Local | |
| <input type="checkbox"/> Lisp | <input type="checkbox"/> Long distance | |
| <input type="checkbox"/> Loud | | |
| <input type="checkbox"/> Male | | |
| <input type="checkbox"/> Nasal | | |
| <input type="checkbox"/> Normal | | |
| <input type="checkbox"/> Ragged | | |
| <input type="checkbox"/> Rapid | | |
| <input type="checkbox"/> Raspy | | |
| <input type="checkbox"/> Slow | | |
| <input type="checkbox"/> Slurred | | |
| <input type="checkbox"/> Soft | | |
| <input type="checkbox"/> Stutter | | |

Other Information:



RE-ENTRY OF FACILITY...*Note: No one is to re-enter the building unless authorized by the police/bomb squad!*

- ALL CLEAR SIGNAL and permission to re-enter the building is given.
- Resume routine operation of the program.

RELOCATING ...*Police/Bomb Squad informs the supervisor that staff cannot return to the facility...or ...the bomb goes off inside the facility.*

- Program Director/designee must call the Agency Director to notify that the building cannot be re-entered at this time. Agency Director will notify the CC Executive Director (as per proper channels of communication).
- Personnel are not to leave the premises until adequate transportation has been provided for all visitors/clients.

Program Director (in collaboration with the Agency Director) will then instruct personnel that the office will be closed for the duration of the day. The Administrative Assistants will advise personnel who call in on the status. Within 24 hours, the Agency Director, in collaboration with the CC Executive Director, will arrange to have the facility assessed for damages.

G. FIRE

PREPARATION:

- All sites will have evacuation routes prominently posted.
- Fire Extinguishers will be inspected annually
- Locally mandated inspections will be held as recommended.
- Fire drills will be conducted on a regular basis. Fire drill procedures are as follows:
 - A mock 911 call will be placed for fire department and police assistance.
 - All persons will be evacuated away from immediate danger to a pre-designated area.
 - Fire extinguisher should be pointed at the base of the fire (mock act only)
 - All rooms must be checked to ensure evacuation of all personnel.
 - All windows and doors must be closed.
 - Appropriate fire evacuation routes must be used – no elevators.

ACTUAL EMERGENCY:

Response to Detected Fire/Smoke –R.A.C.E.

The presence of smoke is assumed to accompany fire and will be responded to in the same manner as fire. Follow the procedures outlined below if fire is detected in a room:

- **Rescue:** Rescue persons from danger in the following order:
 - Persons in immediate danger
 - Ambulatory residents
 - Residents close to danger area
- **Alarm:** Sound the Alarm
- **Contain:** Contain the fire...close doors and windows
- **Extinguish/Evacuate**

What you should do when the fire alarm sounds:

- Remove the clients from the room if able and close the door behind you.
- Pull the nearest fire alarm box.

Fire Extinguisher Use

- Use the Acronym **P.A.S.S.** to remember how to use the fire extinguisher:
 - **P**ull the pin
 - **A**im at the base of the fire
 - **S**queeze the handles together
 - **S**weep back and forth
- Tag the extinguisher as used and notify the appropriate department that is responsible for replacing the spent extinguisher with a freshly charged one.
- If the fire is minor, personnel may re-enter the building **ONLY** with the permission of the fire department.
- If the facility is significantly damaged by the fire, personnel and clients are **NOT** to return to the building.
- Agency Directors must be notified as soon as possible.
- Agency Directors will notify the Executive Director.
- Personnel are not to leave the premises until transportation has been rendered to all clients.
- Personnel are to check with their supervisor the following morning to receive instructions on where to report to work.
- The Agency Directors in collaboration with the CC Executive Director will arrange to have the facility assessed for damages.
- Agency Directors, in collaboration with the CC Executive Director will prepare re-opening or relocation announcements, and telephone numbers where visitors/clients can reach Catholic Charities personnel. This information will be delivered through the local broadcasting network.

- If the facility will not be re-opened within 24 hours, the Agency Director or designee (in collaboration with the CC Executive Director) will arrange to have the phone number transferred to another facility to ensure that program access/information is available.

H. INFLUENZA/EPIDEMIC/ PANDEMIC

PREVENTION:

- Ensure that an appropriate supply of items that promote personal hygiene such as hand soap, hand sanitizer, disinfectant, disposable towels, etc. are readily available for employees and consumers use.
- Employees should consider getting a seasonal vaccine
- All employees must practice protective behaviors as outlined: [OBJ]
 - Wash hand frequently
 - Avoid touching nose, mouth or eyes
 - Cover coughs and sneezes
 - Avoid using coworker's phones, computer, desks, etc.
 - Avoid close contact with clients or coworkers
 - Keep work surfaces clean and disinfected
- If an employee is exhibiting flu-like symptoms they should stay home. CDC guidelines indicate that return to work may be considered 24 hours after fever is gone without the use of fever reducing medicine.

DURING A FLU OUTBREAK:

- Ensure that all surfaces/office spaces are kept clean and disinfected.
- Limit exposure to others by avoiding close contact (separation of at least 6 feet.)
- Persons exhibiting flu-like symptoms should stay home.
- Services will be delivered in all care settings as long as appropriate staffing patterns can be maintained.
- If providing services to groups of children, refer to Program Policy to assist in keeping parents and staff members informed.

***Please see ATTACHMENT A for Epidemic/Pandemic information.**

I. Behavior Support and Management Practices involving Situations of Harm or Violence, or the Threat of Harm or Violence

Purpose: Catholic Charities maintains a zero-tolerance policy regarding workplace violence and ensures that resources are available, and support is provided to all CC personnel and clients to maintain a safe workplace.

Workplace violence is any out-of-the-ordinary occurrence that results in threats, injury, property loss or damage, physical force, or restraint. This may involve any past or present employees, visitors, or clients of the facility. If any of the above occurs, follow the steps outlined below.

If you feel that your life is in jeopardy and/or weapons are seen/involved, call the police immediately at 911. Notify the Program Director/Service Line Director immediately or as soon as possible.

Definitions

The following terms are defined below:

- Zero tolerance
- Threat
- Workplace violence

Zero-tolerance: Zero-tolerance is a standard that states that no behavior, implied or actual, that violates the policy will be tolerated.

Threat: A threat may be real or implied. Harassment is considered a form of a threat. Threats of harassing incidents can take on many forms including, but not limited to, telephone calls, physical altercations, letters, vandalism, face-to-face conversations (verbal), following/stalking, and assault on personnel or clients.

- **Examples:** The following are examples of statements and behaviors that may be considered threats, taking into consideration the individual/s history along with the tone of voice, body language and behavior of the individual when the threat was made.

Statements: Implied Threats

- “Clients who kill their caseworkers have the right idea.”
- “Do you want to see your next birthday?”
- “That guy is overdue for an accident.”
- “I don’t deserve this,” suggesting inappropriate entitlement.

Statements: Direct Threats

- “I’ll use my gun to take you out with me.”
- “I’m going to punch your eyes out!”

Behavior

- Making a hitting motion or obscene gesture.

- Taking actions likely to damage property
 - Displaying a weapon.
 - Stalking or otherwise focusing undue attention on someone else, whether “romantic” or angry.
- **Workplace Violence:** Workplace violence is violence in which an individual inflicts, or threatens to inflict, damage to property, serious harm, injury, or death on others at the place of work.

Safety and Health Training

Awareness of early warnings signs of violence and other issues of workplace violence, as well as how to effectively address such issues, is critical to maintaining a safe work environment and preventing acts and threats of violence. CC is committed to instructing all its personnel in the issues of workplace violence prevention. To achieve this goal, CC will provide training to the appropriate personnel.

When Training Will Occur?

Training will be provided as follows:

- Upon hiring
- On a periodic basis as deemed appropriate by CC.

Areas of Training

- Supervisors and Staff will be trained on the early warning signs, how to investigate an incident, policies, definitions and employee procedures.

Documentation of Training

CC management is responsible for documentation of training. Service Line/Program Directors shall provide any support necessary to maintain this documentation.

Threats and acts of Violence and other early warning signs of Violence

- Abuse or inconsiderate treatment of clients, visitors or fellow employees.
- Insubordination.
- Intoxication, drinking or possession of alcoholic beverages on the premises or reporting to work after the obvious use of alcoholic beverages.
- Fighting or disorderly conduct.
- Willful destruction of property.
- Profanity.
- Unauthorized use or possession of drugs or narcotics.
- Gross negligence or carelessness that may result in injury to the offender or others.
- Sexual harassment.

Communicating with Personnel on Safety and Health Issues

CC shall use a variety of methods to continually communicate the requirement to work safely and how it is to be done. Examples shall include, but are not limited to:

- CC Administrative Policies and Procedures
- Posting of notices on bulletin Boards
- Employee training
- New employee orientation
- Department orientation
- Periodic meetings
- Special in-service training when new equipment or procedures are introduced, annual in-service training or refresher training as Indicated
- Other forms as appropriate for the solution

Responsibility for A Workplace Free From Acts And Threats of Violence

All CC personnel must refrain from engaging in acts or threats of violence and are responsible for maintaining a work environment free from acts or threats of violence.

CC management will ensure the agency's readiness to address workplace violence by:

- Providing resources to identify existing and potential hazards in all work areas by determining the presence of hazards, conditions, operations, and situations that might place personnel or clients at risk.
- Reviewing records and incident reports for trends in incidents. Reviewing all other appropriate documentation, grievances and other relevant records.
- Reviewing CC current readiness to respond to issues of workplace violence through workplace surveys and review of records and incidents.
- Making recommendations to the Management Services regarding recommended engineering controls and safety measures.
- Developing an expertise among members of management regarding issues of workplace violence, ensuring that work practices and administrative procedures minimize the risk of violent incidents.
- Establishing liaison with local law enforcement agencies and emergency services.
- Identifying job tasks or locations at a higher risk for violent incidents and recommending specialized training programs in these instances.

Program Management

Procedure: Program Managers will follow these steps:

- Communicate that all employees, including management, shall take action to deal with all work-related incidents involving threats of violence, implied or direct, among or between employees, clients or others.

- Take measures appropriate for situations to:
 - Prevent harm to persons or property, and
 - Continue to conduct CC business.

Personnel

Procedure: Personnel will follow these steps:

- Take seriously the responsibility to maintain a safe workplace by neither tolerating nor making threats, implied or direct, nor behaving in a violent manner.
- Immediately report all violence or threats of violence.
- When obtaining a protective order against another person, the personnel will inform their Manager or Director with a description of the individual and a photograph, if available, and provide a copy of the protective order. A photograph and a copy of the protective order shall be provided to Archdiocesan Management Services Office.

Assessing and Responding to Non-Emergency Incidents and Detecting Early Warning Signs of Workplace Violence

Identification of Threat and Acts of Violence and Early Warning Signs of Violence

1. Reporting Requirements

- Personnel, including contract employees, volunteers and interns, are required to report immediately any acts or threats of violence occurring at the workplace to their immediate Supervisor, Management Services or to Human Resources. **No personnel will be disciplined or discharged for reporting any threats or acts of violence.**
- Program Directors are additionally required to record the occurrences of each warning sign of violence that they observe.

2. Investigating and Responding to Potential Threats

The Program Director/designee conducting the investigation should complete a Risk Management Report Form.

3. Guidelines for Responding to Telephone and Written Threats

Telephone threats:

- Inform your immediate Supervisor, Management Services or Human Resources as soon as possible. Note the time, date and telephone number at which the threat was received.
- If the threat involves an imminent act of violence, such as a bomb threat, report it immediately to Management Services.
- The reporting personnel should then complete a Risk Management Report Form to their supervisor.

Written Threats

- Inform your immediate Supervisor as soon as possible. Handle the written material and any envelope as little as possible, and then only by the corners. Place both the written material and any envelope in a large envelope. Note the names of anyone who handled the material after its arrival.
- If the threat involves an imminent act of violence, such as a bomb threat, report it immediately to Management Services.
- The reporting personnel should then complete a Risk Management Report Form to their supervisor.

WHEN A THREAT OR VIOLENT INCIDENT OCCURS

- Do not make counter-threats or humiliate the individual threatening violence.
- Notify Security if there is immediate danger to any employee or member of the public.
- Provide security, as needed, for the individual threatened, as well as co-workers and the public at the workplace. Maintain appropriate confidentiality.
- Record, in writing, all information regarding the incident, including:
 - Verbal comments, including threats
 - Behavior, including gestures, and
 - Witness name(s) and statements(s)
- Notify Management at once of the incident. Obtain appropriate Employee Assistance, or Emergency Services for the threatened employee.

ACTIVE SHOOTER/HOSTILE INTRUDER/VIOLENT INCIDENT

In the event of an Active Shooter/Hostile Intruder, quickly determine the most reasonable way to protect your own life and those in your care.

Quick tip: Evacuate, hide out, or take action. Dial 911 when safe.

Evacuate:

- Have an escape route plan in mind.
- Leave your belongings.
- Keep your hands visible.

Or

Hide Out:

- Hide in an area out of the suspect's view.
- Block entry to your hiding place and lock all doors.

Or

Take Action: (As a last resort and only when your life is in imminent danger.)

- Attempt to incapacitate the suspect.
- Act with physical aggression and throw items at the suspect.

In the event an active shooter or hostile intruder is seen inside a building:

- DO NOT pull a fire alarm. This could cause innocent people to be put in harm's way. Only you can tell if it is safe to run from the building.

- If in doubt, do not run. Seek shelter where you are.
- Lock and barricade the doors to the room you are in.
- Turn off the lights.
- Close the blinds.
- Silence cell phones and other electronic devices.
- Turn off radio and computer monitors.
- Stay out of sight of windows and doors and do not huddle together.
- Be quiet and stay calm.
- Stay in hiding until a police officer gives an “All Clear” notification.

In the event an active shooter or hostile intruder is seen outside a building:

- Run away from the threat as fast as you can.
- Do not run in a straight line.
- Keep objects or building between you and the active shooter or hostile intruder.
- If you can, get away from the area of danger and warn others not to enter the area.
- If the active shooter or hostile intruder is near you and causing great harm, hide if at all possible.

DIAL 911 AND REPORT WHEN SAFE TO DO SO. If not safe to speak, dial 911 and leave the line open so the police can listen to what is taking place.

Remain calm and be prepared to provide the following information:

- Your location
- Your name and contact information
- Number of shooters/hostile intruders
- Description of shooters/hostile intruders
- Type of weapons involved (knife, handgun, long gun, etc.)
- Location of shooters/hostile intruders and direction of travel
- Number of potential victims

EMERGENCY FOLLOW-UP PROCEDURES

- Secure the incident location, both to protect the parties present and to preserve any physical evidence
- Request police assistance, if necessary
- Identify the individuals involved, including names, addresses, relationships, if any, between the parties, and physical description of any perpetrators who have left the scene
- Complete Risk Management Report Form
- Utilizing the departmental chain of supervision, take appropriate actions that may include, but are not limited to, the following personnel, legal and security options:
 - Progressive discipline, including suspension or termination
 - Referral to EAP
 - Protective orders
 - Pursue civil penalties
 - Improve security arrangements

J. Child Abduction/Amber Alert or Silver Alert/Missing Person

Procedure:

- Upon being notified that a child/adult is missing, personnel will dial 911.
- Appropriate personnel will initiate an immediate lockdown of facility.
- Personnel will conduct local search for the child or adult.
- “Code Amber” for a child or “Code Silver” for an adult will be announced internally using available paging systems such as intercom, email, phone, text, etc.
- Appropriate personnel will contact the parent/family for other possible locations of the lost child/adult.
- Personnel should attempt to delay a suspect(s) departure if possible when seen with a missing child. If departure is not possible to delay, then a detailed description of suspect(s), vehicle and direction of travel should be relayed to security or police personnel responding.

K. Hostage Situation

What to do if taken hostage:

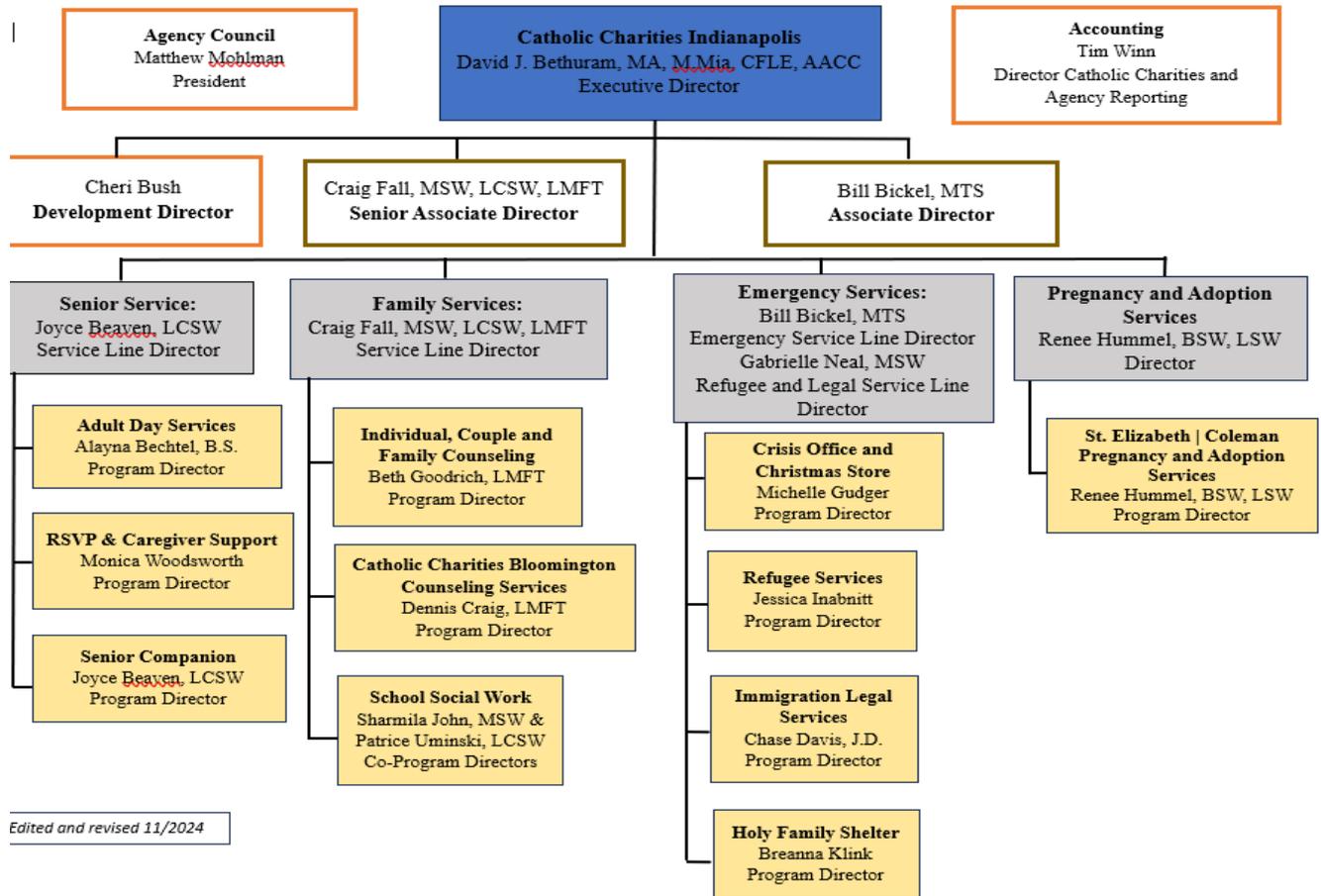
- Be patient. Time is on your side. Avoid drastic action.
- The First 45 minutes are the most dangerous. Be alert and follow instructions.
- Don't speak unless spoken to and then only when necessary.
- Avoid arguments or appearing hostile. Treat the captor with respect. If you can, establish rapport with the captor. It is probable that the captor(s) do not want to hurt anyone. If medications, first aid, or restroom privileges are needed by anyone, say so.
- Try to rest. Avoid speculating. Expect the unexpected.
- Be observant, you may be released or escape. You can help others with your observations.
- Be prepared to speak with law enforcement personnel on the phone.

III. Authority of Administration During an Emergency

CC will maintain and promote accurate and consistent information regarding the state of disaster, through communication with administrative personnel, to maintain a safe environment for our clients, personnel, and visitors.

IV. CCI Management Emergency Phone Tree Indianapolis

POSITION/NAME	Home	Cell
David Bethuram, Executive Director Secretariat for CC	317-882-5364	317-407-5049
Craig Fall CC Director of Quality and Risk Management	NA	317-409-5548
Joyce Beaven, Service Line Director (Seniors) Alayna Bechtel ADS Program Director	317-777-9669	317-777-9669
Bill Bickel, CC Associate Director	317-397-2357	317-397-2357
Breanna Klink Program Director (Holy Family Services)		317-635-7830 (15)
Michelle Gudger Program Director (Crisis Office)		317-556-6931
Gabrielle Neal Service Line Director Refugee and Immigrant Services	317-506-9557	317-506-9557
Jessica Inabnitt Program Director Refugee Services	317-691-5374	317-691-5374
Chase Davis Program Director Immigration Services		317-667-1957
Renee Hummel, Service Line Director, SEC	317-445-4028	317-460-0832
Patrice Uminski, Co-Program Director (SSW) Sharmila John, Co-Program Director (MSW)		317-847-6536 317-727-2994
Beth Goodrich, Clinical Director Mental Health		317-459-9626
Monica Woodsworth, Program Director (RSVP/Caregiver)	317-979-2253	317-979-2253



V. Disaster Assignment – Administration

CC will provide overall command and control through a central authority during disaster operations by establishing disaster assignments.

The administrative person in charge is designated as:

NAME	TITLE	NUMBERS
David Bethuram	CC Executive Director	Office: 317-236-1530 Cell: 317-407-5049 Home: 317-882-5364

If the disaster occurs during non-business hours, or in the absence of the CC Executive Director, the person designated by the CC Executive Director will assume the role of administrative person in charge and will activate the disaster plan. The CC Executive Director/designee will work from the Catholic Center. If the Catholic Center is unavailable, an alternate Command Center will be determined.

VI. LOCAL AND FEDERAL EMERGENCY CONTACTS PHONE LISTING

Name /Dept.	Phone	Address
Ind. Dept. Homeland Security	Office: 317-232-3986 Fax: 317-232-3895 www.in.gov/dhs/emermgtngpnm.htm	302 W. Washington St., Rm. E208 ; Indpls. In. 46204-2767
Ind. Stat Emergency Mgmt. Agency	Office: 317-232-3986 Fax: 317-2323895 www.ai.org/sema/index.html	302 W. Washington St., Rm E208 A ;Indpls. In. 46204- 2767
FEMA	1-800-621-FEMA (3361)	
Police/Fire	911	
AES	317-261-8222	1230 W. Morris, Indpls. In. 46221
Citizens Energy Group	317-924-3311	2020 N. Meridian St.; Indpls. IN 46202
The AME Group Technical Support	1-888-453-3161 http://q360.theamegroup.com	
American Red Cross	317-684-1441	441 E. 10th St.; Indpls. In 46202
Adult Protective Services	1-800-992-6978	
Child Protective Services	1-800-800-5556	
Hospitals	Eskenazi-...317-639-6671 Methodist...317-962-2000 St. Vincent...317-338-2345 IU Med Center...317-944-5000 St. Francis... 317-782-6495	
Ind. Poison Center	1-800-222-1222	
Civil Defense	232-3830	

CC will ensure the safe evacuation and relocation in a manner that is least disruptive to the physical and psychological well-being of the persons involved.

The authority to evacuate a CC facility rests with the Agency Director/facility designee. Under usual circumstances, the Agency Director will seek guidance from facility personnel, police, fire and emergency management personnel on the decision to evacuate; however, the final decision to evacuate will rest with the Agency Director. Re-entry after evacuation will be on the advice of the police, fire, emergency management and facility personnel.

IN HOUSE Evacuation:

- In the event of a fire, tornado, or any disaster that only affects an area of the facility, evacuation of only the endangered persons will take place. This evacuation will be into another secured area of the facility.

COMPLETE Evacuation:

- The Agency Director/facility designee is the only person that can order a total evacuation of a CC facility.
- For fire, tornado, bomb, flood, and utility emergencies, all persons will be moved to a safe location.
- When it is necessary to evacuate a facility, the Agency Director/facility designee will conduct a briefing with the Program/Service Line Director outlining the following:
 - Reasons for evacuation
 - Facility to which persons will be evacuated if applicable.
 - The sequence of the evacuation.

VII. Emergency Disaster Alerts/Notifications

CC will maintain and promote accurate and consistent information regarding the state of a disaster through communication that will limit the level of anxiety felt by our clients, personnel and visitors.

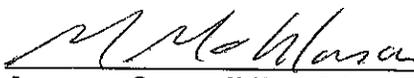
When alerting personnel and the community of an emergency condition, CC will initiate an agency wide alert using all available means of electronic communication. This would include email, text, PA system, phone, television and radio. The following are conditions for agency/program alerts

- Fire
- Explosion
- Tornado
- Hostile Intruder
- Bomb Threat
- Code Amber..... Child Abduction
- Code Silver.....Missing Adult

A lockdown condition will generally precede the announcement of a missing child /adult.



 David J. Bethuram
 Executive Director



 Agency Council President

11/21/2024 Date

11/21/24 Date

CC EMERGENCY PREPAREDNESS ACTIVATION-EVALUATION FORM

Drill _____ Actual Disaster/Emergency _____ Date: _____ Time: _____

Type of Disaster: _____

The Emergency Preparedness Plan was activated at: _____

How was the Emergency Preparedness Plan activated? _____

Where were the following areas located?

First Aid _____

Command Center _____

Media Relations _____

Communication with outside agencies:

Was there communication with ___ Police ___ Fire ___ Other _____

Method of communication ___ Telephone ___ Pager ___ Cell Phone ___ Other _____

Was program ability to function compromised? ___ No ___ Yes

If yes, explain _____

Was damage assessment made? _____ Attach damage assessment documentation on back of this form.

Was anyone within the facility injured? ___ If yes, explain _____

What type of injuries were seen? _____

Were the needs of victims met? ___ If not, why not? _____

Was evacuation necessary? _____ How many persons were evacuated/ _____

To where? _____

How were persons accounted for? _____

Were there problems with the evacuation of persons? _____

What was sent with persons being evacuated? _____

Were arrangements made with outside agencies to assist with transport? _____

What area of the Emergency Preparedness Plan implementation worked well? _____

What area of the Emergency Preparedness Plan implementation needed improvement? _____

Were adequate supplies available ___ If no, please document _____

Were additional staff members called to come in? _____

Was there feedback from outside agencies? ___ If yes, document below: _____

Additional comments: _____

Reported by: _____

Date: _____

Emergency Preparedness Committee Recommendations: _____

Date: _____

PQI Council Recommendations: _____

Executive Director Signature: _____ **Date:** _____

ATTACHMENT A

Archdiocese of Indianapolis Epidemic/Pandemic Policy August 10, 2020

Definitions (from Centers of Disease Control and Prevention or CDC)

- Epidemic – an increase, often sudden, in the number of cases of a disease from what is expected in a population in that area
- Pandemic – an epidemic that has spread across several countries or continents, usually affecting a large number of people

Application

This policy applies to clergy and employees who minister and work at the Catholic Center and Xavier Building.

Purpose

- Safeguard the health of employees, their families, and the people whom we serve
- Reduce the risk of spreading disease in the community
- Ensure ongoing high-quality service, accessibility to the people whom we serve, and responsiveness to their needs

Implementation

This policy will be implemented at the direction of the Archbishop when federal, state, and/or local elected officials and public health agencies declare an epidemic or pandemic of a contagious disease in a geographic area that includes the counties that comprise the Archdiocese of Indianapolis. This policy will be updated based upon the most recent directives from elected officials and guidance from public health authorities.

Closure of the Catholic Center and Xavier Building

When the governor and/or mayor issues an executive order for the closure of all non-essential businesses, the Catholic Center and Xavier Building will remain closed until the executive order is rescinded. When the Catholic Center is closed, the following procedures will be implemented:

- Employees should only report to the Catholic Center if they are performing essential tasks, such as maintaining the building or sorting and picking up mail.
- All employees may continue to be paid (except for employees who work on an irregular or intermittent basis) for as long as sufficient funding is available.
- All employees who are able to work from home are expected to do so, following the procedures listed in this policy.
- All employees who are unable to work from home may also continue to be paid for as long as sufficient funding is available. These employees may be asked to perform other duties that are not normally part of their job descriptions.

Working from Home

To ensure high-quality service, the following procedures should be followed:

- Employees should work their usually scheduled hours each day and be accessible by e-mail and phone during those hours. If phone calls to work phone numbers cannot be answered remotely, employees should regularly check voice mail and respond to messages.
- If an employee wishes to take vacation or use personal days, a request should be made through the Paylocity system and approval must be granted by the supervisor.
- Hourly employees must record their hours worked each day in the Paylocity system and should receive prior approval from their supervisors for any work beyond normal working hours.
- Any equipment provided by the Archdiocese, such as laptop computers, should be protected from damage and unauthorized use. Note that before taking home, equipment/materials should be properly inventoried by designated secretariat representative and must be checked in/re-inventoried when a return to the office is safe.
- Access to the archdiocesan network should only occur by means of the Virtual Private Network (VPN) to ensure security and privacy.
- Teleconferencing should only occur by means of Microsoft Teams or any other system approved by the Chief Information Officer to ensure confidentiality.
- The Archdiocese will not be responsible for operating costs, home maintenance, or any other incidental cost (such as utilities) associated with the use of the employee's residence. However, the employee does not relinquish any entitlement to reimbursement for authorized expenses incurred while performing work for the Archdiocese.
- Employees are covered under the Workers' Compensation Law of Indiana if they are injured in the course of performing work-related duties at their residence or other approved telecommuting location. Any work-related injuries should be reported immediately to the supervisor.
- Employees will interact with their supervisors to receive work assignments and to review completed work as necessary or appropriate. The employee will complete all assigned work according to the work procedures that were mutually agreed upon.
- Employees will safeguard all work-related records, papers, correspondence, and computer files.
- All work performed remains the intellectual property of the Archdiocese whether performed at home or at the Catholic Center or Xavier Building.

Return to Work at the Catholic Center and Xavier Building

The Vicar General and Chancellor will re-open the Catholic Center and Xavier Building for employees after the governor and/or mayor have rescinded any stay-at-home orders and once non-essential employees are allowed to return to their places of employment. The process of returning to work at the Catholic Center and Xavier Building will proceed in the following manner:

Determination of Who Returns to Work at the Catholic Center or Xavier Building

- Offices will return to work in a gradual, phased manner as determined by the Vicar General and Chancellor.
- Employees who have health conditions that may result, in judgment of their physicians, in a higher risk for infection or severity of illness may request to continue to work at home. This request should be made to the supervisor for approval, and the employee does not have to disclose any personal health information involving their own health conditions. Supervisors must consult with Human Resources when requests are made. Alternatively, employees may contact the Human Resources Office to make this request, and Human Resources will work with the supervisor in determining the appropriate accommodation. When employees make this request, they will need to submit an Authorization for Limited Release of Medical Information form to Human Resources that is completed by both the employees and their physicians. All information provided will be kept confidential.
- Employees who have young children at home due to the closure of day care facilities, summer camps, pre-schools, and elementary schools may also request to continue to work from home until other childcare arrangements can be made. This request should be made to the supervisor for approval, and supervisors must consult with Human Resources when requests are made. Alternatively, employees may contact the Human Resources Office to make this request, and Human Resources will work with the supervisor in determining the appropriate accommodation.
- Employees who continue to work from home will be included in team meetings, training programs, and other work-related events, as much as possible.