
POLICY

The Poverello Center, Inc. protects the lives of our clients, volunteers and staff by ensuring preemptive natural disaster and emergency planning through the implementation of our Emergency Action Plan.

PROCEDURE

The Emergency Action Plan is updated as is relevant, but at a minimum yearly.

The Emergency Action Plan delineates the Teams, Division and Section Leaders as well as the Responsibilities of each assigned role in the event of an emergency or disaster.

The Emergency Action Plan is distributed to area Managers and communicated to all staff and volunteers through their supervisors.

In the Event of a Hurricane, Tornado or Other Destructive Storm:

When there is advanced notification, agency staff will offer larger portion distributions wherever possible to clients with the intent to have their access to food extend by approximately 7 days. The agency will continue providing services to clients up until authorities announce that it is no longer safe to be on the roads.

Additionally, the Eat Well Center Manager shall contact key suppliers and make advance arrangements for deliveries as soon as practicable following the storm event.

The Poverello Center Inc. staff shall take whatever measures necessary to secure the food contained at the facility with the intent to continue distribution operations as soon as authorities indicate it is safe to resume activities.

The organizational leadership shall prepare the generator for use immediately after the storm.

Sign in forms for staff and volunteers are prepared by the CAO according to FEMA requirements for future reimbursement of overtime and volunteer time.

The Poverello Center, Inc. CAO/CEO and Available Managers shall evaluate the facility as soon as is practicable following a weather event to assess what if any damage has been sustained and plan for resumption of client services as soon as possible given the circumstances found at the facility.

In the Event of Threats of Violence or Intended Harm:

Staff, volunteers or clients shall not perpetuate any situation that may lead to violence. The respective manager shall be notified immediately should any volunteer or staff person become aware of a situation that may lead to violence or where a threat has been made. Disciplinary action, up to and including termination from employment, volunteering or client service provision shall be considered if a situation occurs that was exacerbated by staff, client or Volunteer action or inaction.

If any type of violent interaction is imminent or occurring, the food bank and/or thrift store alarm button shall be pressed so that the police are dispatched immediately to the situation.

In the Event of a Bomb Threat: The local authorities shall be immediately notified, and all staff, volunteers and clients are led to safety by area managers.

In the Event of a Fire: any staff person, volunteer or client has the authority to pull the fire alarm when and if a fire occurs. All staff upon notification of the alarm, shall assist everyone from the building. Use of the Public-Address system shall inform all those on the premises to leave the building in an orderly and prompt manner (e.g. "This announcement informs you that we are experiencing code red that requires you to exit the building"). Managers shall act as monitors to assure that order is maintained, and that the evacuation is effectively completed. Department managers will take a roll call in the safe area assuring that all are accounted for and notify the emergency service workers if anyone is suspected of not evacuating the building. No one is to re-enter the building for any reason until permission to enter is provided by the local authorities.

Staff and volunteers shall assemble in safe areas outside the building:

Those who exit the food pantry doors shall assemble at the east side of the Poverello parking lot.

Those who exit the thrift store front door shall assemble on the sidewalk in front of the building.

Those who exit the administration or thrift store side doors shall assemble in the Pride Center's Parking lot near their building.

If the event occurs in the Wellness Center, staff, volunteers and clients shall assemble on the sidewalk on N. Dixie Hwy.

In the Event of a Hazardous Materials Spill:

While no hazardous materials are to be kept in the facility, local trains passing directly adjacent to the building may from time to time carry hazardous materials. In the event of an incident stemming from train traffic, 1. call 911 and report; 2. the building air handling system is to be shut down and 3. All staff and volunteers are to shelter in place with doors and windows shut, while authorities work to clear the area of hazards.

In the event of Theft or Fraud:

No one is to initiate action without going through this process. Whether suspected or observed cases of theft and/or fraud, all staff, volunteers or clients shall notify the section manager. If the immediate manager is not available, the situation shall be reported to the CAO or CEO.

General Guidelines to Remain Safe:

No hazardous materials shall be stored and/or used on the premises unless authorized and professionally supervised. Smoking is prohibited except in areas deemed permissible by County and Local ordinances.

Emergency Doors are never to be blocked or bolted from the inside rendering an exit impossible.

All walkways to emergency exits shall remain free of any blockage and flammable materials.

All exit signs are to be monitored weekly by staff to ensure they are operational.

Surveillance cameras shall remain operational.

As a courtesy to our clients, administrative staff shall advise Broward County Human Services Department of any agency closures.

If there is a planned event, the managers of the thrift store, food pantry and Wellness Center shall take immediate steps to advise clients, volunteers and staff. Each area manager shall plan to lock all files, cover computers with waterproof materials (if a major storm is expected), unplug all computers, ensure that CPU's are on top of desks and safeguard agency files. Telephone messaging is to be changed to advise anyone calling that the center will resume services at a specified date and time. The Poverello Center, Inc's media representative shall issue a press release to the media advising the community of the time and date of resumption of service.

Reference:

Emergency Action Plan 2018-2019

Approvals:

Signature: _____ Date: _____
Roy Bendeck, Thrift Store Manager

Signature: _____ Date: _____
Brad Barnes, Quality/Program Manager

Signature: _____ Date: 6/4/19
Thomas S. Pietrogallo, MSW/LCSW, MBA
Chief Executive Officer

BOD Approved Date: 06.22.16

Date Established: 01.29.2005

Date Reviewed/Revised: 06.02.2016; 07.09.2017; 06.11.2019