

**ELARC**

**Emergency Operations Plan  
Annex H**

**Communication Plan**

# **1.0 Management Internal Communication**

## **A. During Business Hours**

Should an emergency event or dangerous situation that may involve an immediate threat to the life, health and safety, or security of ELARC and/or the ELARC community occur during business hours, ELARC Management will be in communication with each other and staff about the event, after tending to their own personal safety needs and those of staff/community members in their units and immediate vicinity.

The Disaster Manager is expected to initiate communication in the event of an emergency using the Levels of Emergency guidelines (refer to Annex G.)

Any member of Management staff may initiate communication in the event of an emergency and is expected to act within his/her realm of responsibility when experience and prudence indicate that emergency conditions warrant communication.

### **Immediate Communication**

A call will be placed to the Executive Director briefing her as to the facts known about the situation. In her absence, a call will be placed to the Chief of Consumer Services.

Upon her assessment and confirmation of the facts of the situation, an immediate notice may go to all staff advising them of the known facts of the situation. Depending on the situation and the available technology, notice to staff may be sent in one or more of the following modes, including but not limited to:

- Group email
- Group phone message
- Phone page system
- Face to face meeting(s)
- Supervisory notification
- Everbridge Mass Notification system
  - Text
  - Phone
  - Email
- E newsletter

## **B. Outside Business Hours**

Should an emergency event or dangerous situation that may involve the immediate threat to the life, health and safety, or security of ELARC and/or the ELARC community occur outside business hours, ELARC Management will be in communication with each other about the event, after tending to their own personal safety needs

The Disaster Manager is expected to initiate communication in the event of an emergency using the Levels of Emergency guidelines (refer to Annex G.)

Any member of Management staff may initiate communication in the event of an emergency and is expected to act within his/her realm of responsibility when experience and prudence indicate that emergency conditions warrant communication.

### **Immediate Communication**

When offsite, text messaging is the recommended mode of communication, a confidential list of all management staff's mobile device contact information has been shared with management team for this purpose.

Any text communication regarding an emergency event, within the first 24 hours of the event, should be sent as a group message to the following parties:

- Executive Director
- Chief of Consumer Services
- Chief of Administrative Services
- Manager of Community Services
- On Call Supervisor Phone Number
- Designated Disaster Manager

If unable to text, communicating by email or voice mail may be warranted, every attempt to include all the parties listed above should be made.

### **Use of Everbridge Mass Notification**

At the time of writing this document, data in the Everbridge Mass Notification System is being reviewed for accuracy. Once fully upgraded and Management staff are provided more training, members of Management may send a message to the "Management Group" using the Everbridge Mass Notification System. At this time, a fact sheet on the basics of signing on and sending a message via the Everbridge system will be distributed to Management staff.

### **Use of [EmergencyTeam@elarc.org](mailto:EmergencyTeam@elarc.org) address**

As advised by the Department of Developmental Services (DDS,) the email address [emergencyteam@elarc.org](mailto:emergencyteam@elarc.org) has been activated. DDS will use this email address to communicate updates and information regarding disaster management. The Executive Director, Chief of Consumer Services, and Manager of Community Services have the ability to receive and send communications with this email address. It is the responsibility of the Disaster Manager to check this email inbox daily. Refer also to "1.2 Communication with DDS" below.

## **1.1 Agency Public Communication**

An emergency event may require communication with some or all of the ELARC community, which includes consumers, family members, providers, generic agencies and other community partners.

Public communication from ELARC regarding an emergency event should emphasize that those in need of immediate emergency assistance should call 911. Additionally, public communication from ELARC should advise community members to seek out public information regarding the event from designated emergency responding agencies or the general local media. Examples of emergency responding agencies include but are not limited to: California Office of Emergency Services, Los Angeles County Office of Emergency Management, Red Cross. Examples of general local media include but are not limited to: Los Angeles Times, KABC 7 television, KNX radio. All efforts should be made to include a link or phone number to the public information source.

### **Public Notice of Agency Closure**

In the event the agency must close, depending on the situation and the available technology, agency actions may include but are not limited to:

- Closure notice signs in English and languages other than English will be posted in the lobbies
- Posting on agency website
- Facebook Posting
- E newsletter
- Staff recorded outgoing messages on voice mail
- Use of the Everbridge Mass Notification System
  - Text
  - Phone
  - Email

### **Use of Everbridge Mass Notification**

The Everbridge Mass Notification System is able to send communication to ELARC staff, consumers, and service providers via text, phone, and email. Staff enter and maintain their own data. DDS provides a monthly upload of consumer and service provider contact data based on the UFS and SANDIS data maintained by the Regional Center.

At the time of writing this document, data in the Everbridge Mass Notification System is being reviewed for accuracy. Additionally, Management staff are in need of an updated, hands on training on the use of the system. Once staff are trained, any member of management may send a public communication using the Everbridge Mass Notification System.

At this time, the Disaster Manager and the Information and Training Specialist are able to send a public communication using the Everbridge Mass Notification System

At this time, a fact sheet on the basics of signing on and sending a message via the Everbridge system will be distributed to Management staff.

### **E Newsletter**

The E newsletter may be accessed to send an email notice to subscribers regarding the emergency event and any requested/required actions. The Disaster Manager is able to access the E Newsletter and send messages. The Information and Training Specialist is also able to access the E Newsletter and send messages.

### **Website**

The ELARC Website may be accessed to post information regarding the emergency event and any requested/required actions. The Disaster Manager is able to access the Website for posting. The Information and Training Specialist is also able to access the Website for posting.

### **Social Media**

The ELARC Facebook page may be accessed to post information regarding the emergency event and any requested/required actions. The Disaster Manager is able to access the Facebook page for posting. The Information and Training Specialist is also able to access the Facebook page for posting.

## **1.2 Communication with DDS**

At this time, please refer to the DRAFT Department of Developmental Services Emergency Communications Protocol dated 2/24/2014 (Annex I)