



# Emergency Management Plan

People Inc. and affiliates are not-for-profit entities providing a variety of services from a wide range of locations in the community and will attempt, subject to the limited resources available to them, to proactively promote, create, and maintain a safe and healthful work environment for our staff. This policy is intended to provide general guidelines and not all items are mandatory requirements. Nothing herein is intended to create any obligations above any applicable laws or regulations.

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## Purpose

- The Emergency Management Plan is designed to provide information for protecting, to the extent that are reasonable and prudent, People Inc. and affiliates program participants, employees, and volunteers from a variety of emergency situations and man-made or natural disasters that may occur.
- The Emergency Management Plan (hereafter referred to as the plan) will be available for all program participants, employees, and volunteers to review on the employee Intranet under the Emergency Preparedness Section.
- People Inc. and affiliate programs and services may have separate emergency action plans that are individualized to the unique needs of the program location, its participants, employees, and volunteers. Some programs or services are provided in locations not owned or controlled by People Inc. and affiliated entities and thus not covered by the provisions this plan and may not have separate plans.
- In the event of a widespread emergency, it is recognized that available government resources may be unable to respond to all requests for assistance.
- The agency's role in any emergency is not to replace or supersede outside emergency providers or regulators but to assist them and/or organize an agency response when such providers are not available/relevant in each situation.

## Emergency Management Plan Development

- People Inc. has developed this plan utilizing the All-Hazards approach to Emergency Management Plan development.
- This plan was also developed to allow for integration with the FEMA Incident Command System (ICS) and the National Incident Command System (NIMS).
- Agency senior level staff completes Federal Emergency Management Agency Incident Command System training courses IS-100 - Introduction to Incident Command System and IS-700 Introduction to National Incident Management System.
- In addition, and in keeping with recommended practices, People Inc. has incorporated the following elements into the plan:

**Preparedness-** Activities prior to an emergency.

*Examples: Preparedness plans; emergency exercises/training; warning systems.*

**Response-** Activities during an emergency.

*Examples: Emergency communications, continuity of operations, shelter-in-place.*

**Recovery-** Activities following an emergency.

*Examples: Crisis counseling, emergency housing, building and equipment repair.*

**Mitigation-** Activities that reduce the effects of an emergency.

*Example: Vulnerability analyses, drills and exercises, staff and program participant education.*

## Modifying and updating the Emergency Management Plan

- Although modifications and updates may occur at any time, the Emergency Preparedness Coordinator will formally review the Emergency Management Plan annually and will recommend modifications and updates to the Senior Leadership Team. The Senior Leadership Team will review and approve appropriate recommendations. The Emergency Preparedness Coordinator is responsible for modifying the Emergency Management Plan.

## Agency internal emergency management plan structures and process

### Administrative Responsibility

- **Responsibilities of the President/CEO or designee include:**
  - 1) Initiate action under the EMP.
  - 2) Assembling the Agency Incident Management Team (defined below).
  - 3) Immediate decision-making concerning proper agency response to situations.
  - 4) Activation of the agency emergency response.
  - 5) Notification to appropriate agencies, if not already made.
  - 6) Annual testing of the Emergency Management Plan.
- **Responsibilities of the Senior Leadership Team include:**
  - 1) Populate the Agency Incident Management Team
  - 2) Yearly review and modification (as necessary) of the Emergency Management Plan.
  - 3) Completion of trainings Introduction to Incident Command System 100, National Incident Management System 700.
  - 4) Participation in tabletop exercises / emergency drills.
  - 5) In the event of a large-scale emergency, assign additional staff members to the Agency Incident Management Team.
  - 6) Assign roles, as necessary, to members of the Agency Incident Management Team.
- **Responsibilities of the Agency Emergency Management Team Members include:**
  - 1) Populate the Agency Incident Management Team
  - 2) Yearly review and modification (as necessary) of the Emergency Management Plan.
  - 3) Completion of trainings Introduction to Incident Command System 100, National Incident Management System 700.
  - 4) Participation in tabletop exercises / emergency drills.

### Agency Incident Management Team

The Agency Incident Management Team shall coordinate agency responses to incidents as deemed necessary by President/CEO or designee or senior leadership team member. The agency's role in any emergency is not to replace or supersede outside emergency providers or regulators but to assist them and/or organize an agency response when such providers are not available/relevant in each situation. Agency Incident Management Team may organize and operate in a manner they deem appropriate for the incident being addressed. Minor or resolved incidents may be handled through existing program and management structure.

Agency Incident Management Team roles, may, but are not required to include the following as indicated by incident:

- **Incident Commander** responsible for the overall incident response and decision making.  
**Command Staff:**
  - **Liaison Officer**, responsible for meeting with representatives from outside agencies and emergency services.
  - **Public Information Officer**, responsible for preparing public announcements, reports to government agencies, and news releases. PIO should refer to the agency's Crisis Communication Plan for specific details.
  - **Safety Officer**, responsible for considering issues related to the safety of the staff and those affected by the situation.

**General Staff:**

- **Operations Chief**, responsible for ensuring required tasks are carried out efficiently and safely.
- **Logistics Chief**, responsible for obtaining and organizing needed resources.
- **Planning Chief**, responsible for planning the upcoming operational period and response to the emergency.
- **Finance/Administrative Chief**, responsible for documentation of all expenditures related to the emergency.

## Chain of Command

Generally, the President/CEO oversees the incident and if not, a designee will be designated as Incident Commander to insure a clear chain of command. The Incident Commander may vary as a particular incident unfolds however in all cases requiring substantive agency decisions (i.e., cost, risk, publicity etc.) the President/CEO should to the extent practicable and safe be consulted.

- **There are three variations in the Chain of Command that might occur in an emergency:**
  - I. The President/CEO or designee oversees the situation, without outside assistance.
  - II. The President/CEO or designee summons outside assistance. In such an instance, the emergency service agency's official (fire/police chief, etc.) would be placed in charge and the **Agency Incident Management Team** would act as a resource to the emergency service official.
  - III. If the Agency is notified of a local/county/state emergency, the supervising entity (local/county/state government, etc.) would be in charge, the **Agency Incident Management Team** would act as a resource to the entity.

## Emergency Operation Centers

When deemed necessary by the President/CEO or designee or Incident Commander an Emergency Operation Center (EOC) will be established. The location and scope of the EOC may vary based on the nature of the incident however three locations are deemed primary EOC location given the infrastructure located at those sites including generators, computers, and communication equipment.

- 1219 North Forest Road, Williamsville NY (Administrative)
- 3763 Southwestern Blvd, Orchard Park NY (Orchard Park Day Services)
- 2128 Elmwood Ave, Buffalo NY (Administrative)

The Emergency Preparedness Coordinator will from time to time review the locations and inventory the equipment available at those sites for command post purposes. A list of such items shall be maintained in hardcopy at the site and via electronic access for the Agency Emergency Management Team.

## Emergency Supplies

The Emergency Preparedness Coordinator, in conjunction with other department heads, will prepare and maintain a list of items that may be of use in given emergency situations such as without limitation: 4x4 vehicles, portable generators, cots, portable pumps, tools, extra computers, extra portable telephones etc. A list of such items shall be maintained in hardcopy at the three EOC locations and via electronic access for Senior Leadership and the Agency Incident Management Team.

Additionally, the Emergency Preparedness Coordinator in conjunction with the Facilities department will have a copy of all vendors providing services to the agency which may be utilized in emergencies. Normal protocols will be that all vendors will be contacted through the Facilities department however in case of emergency the President/CEO or designee including the Incident Commander or other senior leadership member may authorize service.

The Emergency Preparedness Coordinator may work with the Facilities Department to establish lists of approved vendors available in emergency to assist with a variety of issues.

## Continuity of Operation/ Data Backup Plan

### Data Backup Plan

People Inc. uses Datto Backup to back up our virtual servers, email, SharePoint, and OneDrive to the cloud. A Full backup of each server has been performed and then hourly backup are performed to capture changed information and tested regularly for recovery.

### Disaster Recovery Plan & Emergency Mode Operation Plan

The agency's disaster recovery plan, leveraging Datto's Disaster Recovery as a Service (DRaaS), provides a robust and secure approach to ensure business continuity in the event of technology failures. The plan involves a cloud-based backup and recovery system that allows for offsite replication of data and applications, ensuring that operations can be quickly restored. With Datto's preconfigured or virtual disaster recovery solutions, the agency can initiate recovery processes efficiently through an intuitive interface.

Data protection is paramount, and Datto's private cloud offers immutable storage, preventing ransomware corruption and unauthorized access with advanced security measures like encryption, role-based security, and multi-factor authentication. The disaster recovery plan is designed for flexibility and reliability, accommodating various data retention needs and regulatory compliance requirements. As the agency grows, Datto's scalable cloud infrastructure ensures that recovery capabilities will expand in tandem, allowing for simultaneous recovery of multiple systems if necessary. This comprehensive strategy ensures that the agency is well-prepared to handle disasters of any scale, keeping critical operations running smoothly without interruption.

### Contingency Operations

In the event of a disaster, the agency will move critical operations to another location. Since a complete copy of agency data is stored offsite at a disaster colocation facility; agency personnel will work with the colocation facility vendor to bring the virtual environment online in the colocation center.

The agency currently maintains multiple sites designated as "disaster command centers" (DCC). Some DCC sites maintain both a wired and wireless Internet provider. The agency has leased space at a colocation facility which could store\operate offsite servers.

## Building Security Controls

### RECEPTION

- A visitor is defined as a non-employee.
- All visitors should be welcome to have a seat while you contact the party they are meeting with.
- All visitors will be accompanied by the employee they are meeting from the reception area to their meeting location.
- Some administrative locations are equipped with a silent panic alarm at the reception area that is connected to a monitoring company. If there is a threat activate the alarm for police to be dispatched. Staff should, if possible, also dial 911 to provide additional information as to the nature of the emergency/threat.

### Security Cameras

- Some administrative locations have security cameras in building exits/entryways.
- Security footage will be stored digitally daily and stored for a period of 60 days.

### Receptionist Training

- Procedures related to unlocking doors for visitors without access cards.
- Usage of the panic button
- Visitor procedures
- Emergency and threat procedures

## **Emergency Communications including closings and other incidents.**

### **Methods to Announce Emergency Closing**

When People Inc. programs/sites need to close due to weather or other emergencies, six systems of notification are available:

- Calls to staff, caregivers, or participants.
- E-mail and Social Media Communication
- Everbridge Notification System
- A recording on the People Inc. Emergency Closing Phone Line at (716).817.5700
- WGRZ Channel 2 (non-administrative sites in Buffalo Region only)

### **Recordings on People Inc.'s Emergency Closing Phone Line (716).817.5700**

When Emergency Closing Administrators determine that a site must be closed and wish to announce it on People Inc.'s Emergency Closing Phone Line (716).817.5700, administrators should follow the instructions below:

- Closing administrators must call the Administrator Emergency Closing Phone Line by 6 am for sites/programs operating during the day and 2 pm for afternoon programs.

### **Messages must include:**

- Administrator name, portable phone number and password
- Time and Date of call
- Listing of each site closed

### **Designated Emergency Closing Administrators**

- Emergency Closing Administrators have been designated for programs/sites that may require emergency closures.



- Listed below are Emergency Closing Administrators and their programs/sites that may require emergency closures.

**Thomas Ess:** North Forest Administrative Office, Spindrift Administrative Office, 40 Hazelwood

**Nancy Palumbo:** 2128 Elmwood (L&D/HR/Advocacy)

**Concetta Ferguson:** Tri-Main (DAS and Headway)

**Dawn MacMurray:** Free Standing Respite Programs

**Anna Korus:** Day Services, Supported Employment, CAPP Programs, Adult Day Care and 1860 Buffalo Rd Rochester Office

**Maralyn Militello:** 692 Millersport

**Lani Churley:** YALT- Community Pre-Vocational Programs

**Mary Petrakos:** Respite Programs

## Emergency Notification Guidelines

**The Everbridge notification system can be utilized to provide notification for all incidents or situations deemed appropriate including for example:**

- **Residential Site** – In the event of an Incident near a residential site notification can be authorized by the SVP Emergency Management or an employee of People Inc. in the position of Associate Vice President or higher.
- **Day Program** – In the event of an Incident near a Day Program notification can be authorized by the SVP Emergency Management or an employee of People Inc. in the position of Associate Vice President or higher can authorize the emergency notification to be sent out.
- **Administrative Building** – In the event of a Hazardous Materials Incident near an Administrative Building notification can be authorized by the SVP Emergency Management or an employee of People Inc. in the position of Designated Emergency Closing Administrator.

### Missing Person Alert

- In the event of a Missing Person from a site the SVP Emergency Management or an employee of People Inc. in the position of Associate Vice President or higher can authorize the emergency notification to be sent out.

### Weather Emergency near Site

- In the event of a Weather Emergency near site an employee of People Inc. at the level of Senior Vice President (SVP) or higher or SVP Emergency Management can authorize an emergency notification. The SVP or VP EM can send the message themselves or can authorize his/her designee.

### Any other emergency or incident

- In the event of any other emergency or incident deemed appropriate the SVP Emergency Management or an employee of People Inc. in the position of Associate Vice President or higher can authorize the emergency notification to be sent out.

## Emergency Contact Numbers

Consult internet for updates on phone numbers.

EMERGENCY CONTACT PHONE NUMBERS			
Type	Agency	Area	Phone Number
Aid	American Red Cross	WNY	716-886-7500
Aid	Crisis Services	WNY	716-834-3131
Aid	Poison Control of WNY	WNY	716-878-7654 800-888-7655
Appliance Repair	Orville's Appliances	WNY	716-998-3434
Auto - Service	Enterprise	WNY	1-800-325-8838
Auto – Towing	AAA	WNY	716-633-8363
Fire	Fire Emergency	WNY	911
Government Agencies	Erie County Department of Mental Health	Erie County	716-858-8530
Government Agencies	Erie County Department of Social Services	Erie County	716-858-8000
Government Agencies	Erie County Health Department	Erie County	716- 858-7690
Government Agencies	Justice Center	WNY	1-855-373-2122
Government Agencies	Office of Children and Family Services	WNY	716-847-3145 x3814
Government Agencies	Office of Mental Health (Western New York Field Office)	WNY	716-533-4181
Highway Department	Erie County Highway Department	Erie County	Deputy Commissioner: 716-858-8363 Harlem Plant: 716-823-4243
Highway Department	New York State Dept. of Transportation	WNY	Regional: 716-847-3238 Emergency nights, Sundays, and holidays: 716-847-3253
Police Agency	Buffalo Police Headquarters	Buffalo	716-853-2222
Police Agency	Cheektowaga Police	Cheektowaga	716-686-3510
Police Agency	Erie County Sheriff	Erie County	716-858-2903
Police Agency	Police Emergency	WNY	911
Police Agency	State Police (Clarence)	Clarence	716-858-2903
Police Agency	State Police (Other areas)	WNY	716-941-9300
Police Agency	State Police (Thruway)	WNY	716-836-0240 716-896-2525
Transportation	Niagara Frontier Transportation Authority (NFTA)	WNY	716-855-7300
Utility - Electric	National Grid	WNY	Gas & CO emergency: 800-892-2345
Utility - Electric	New York State Electric and Gas Company	WNY	Electrical emergency: 800-572-1131

			Gas emergency: 800-572-1121
Utility – Natural Gas	National Fuel	WNY	800-444-3130
Utility – Natural Gas	New York State electric and gas company	WNY	Electrical emergency: 800-572-1131 Gas emergency: 800-572-1121
Utility – Telephone	AT&T Repair Services, 24 Hours	WNY	Residential: 800-222-0300 Business: 800-222-0400
Utility – Telephone	Verizon 24-Hour Repair Services	WNY	Residential: 716-890-6611 Business: 716-890-7711
Utility - Water	Erie County Water Authority	Erie County	716-849-8484

## HOSPITALS

Name	Street Address	City	Zip	Phone Number
Bertrand Chaffee	224 E Main St	Springville, NY	14141	716-592-2871
Brooks Memorial (Dunkirk)	529 Central Ave	Dunkirk, NY	14048	716-366-1111
BryLin Inpatient Mental Health	1263 Delaware Ave	Buffalo, NY	14209	716-886-8200
Buffalo General Hospital	100 High St	Buffalo, NY	14203	716-859-5600
Erie County Medical Center	462 Grider St	Buffalo, NY	14215	716-898-3000
Lake Shore Health Care Center	845 Route 5 And 20	Irving, NY,	14081	716-934-2654
Lockport Memorial	6001 Shimer Dr	Lockport, NY	14094	716-419-0400
Mercy Ambulatory care center	3669 Southwestern Blvd	Orchard Park, NY	14127	716-662-0500
Mount St. Mary's Hospital & Health Care Center (Lewiston)	5300 Military Rd	Lewiston, NY	14092	716-297-4800
Niagara Falls Memorial Medical Center	621 10th St	Niagara Falls, NY	14301	716-278-4000
Roswell Park	Elm & Carlton Streets	Buffalo, NY	14263	716-845-2300
Veteran's Administration	3495 Bailey Avenue	Buffalo, NY	14215	716-834-9200
John R. Oishei Children's Hospital	818 Ellicott Street	Buffalo, NY	14203	716-878-7000