



CareerSource
NORTH CENTRAL FLORIDA

Emergency Preparedness and Continuity of Operations Plan (COOP)

www.careersourcencfl.com

Alachua
352.955.2245
By Appointment Only

Gainesville
1112 N Main Street
Gainesville, FL 32601
352.955.2245

Starke
925 N Temple Ave,
Suite C
Starke, FL 32091
904.964.8092

Lake City
180 E Duval Street
Lake City, FL 32055
386.243.6647

Cross City
214 NE Hwy 351
Cross City, FL 32628
352.384.3433
By Appointment Only

Trenton
723 E Wade Street
Trenton, FL 32693
352.384.3349

Lake Butler
352.955.2245
By Appointment Only

**Florida Gateway
College Satellite
Office**
127 SE Student Way,
Suite 003
Lake City Florida
32025
386.243.6647
By Appointment Only

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Draft

LETTER FROM THE CEO

Staff, Partner Agencies, and Customers,

CareerSource North Central Florida is committed to providing a safe and secure environment. This commitment is sometimes made difficult due to emergencies which may arise with little to no warning. The enclosed information is designed to make you aware of what we will do to assure the safety of the CareerSource North Central Florida family and its customers as well as how continuity of business operations will be handled in the event of an emergency.

Phyllis Marty

Chief Executive Officer

Draft

Purpose

To establish policies and procedures that enable CSNCFL to continue mission-essential functions, protect personnel and resources, and restore full operations as rapidly as possible following any emergency or disruption.

Core Purposes

1. Maintain Essential Workforce Services - Ensures uninterrupted access, to the greatest extent possible, to critical programs such as:

- Workforce Innovation and Opportunity Act (WIOA) services
- Wagner-Peyser employment services
- Career counseling and job placement assistance
- Rapid Response and dislocated worker services
- Youth and training programs
- Business services and employer support

2. Protect Employees, Customers, and Assets - Provides procedures to safeguard:

- Staff health and safety
- Customers visiting career centers
- Board records and confidential data
- Technology systems and communications
- Physical offices and One-Stop centers

3. Establish Emergency Leadership and Decision-Making - Identifies:

- Delegations of authority
- Orders of succession
- Emergency management team roles
- Incident command structure
- Decision-making responsibilities during closures or emergencies

4. Ensure Compliance with Florida and Federal Requirements - Supports compliance with guidance from:

- FloridaCommerce
- CareerSource Florida
- U.S. Department of Labor
- WIOA regulations
- Monitoring standards for LWDB operations

5. Restore Full Operations Quickly - Provides step-by-step recovery procedures for:

- Reopening administrative offices
- Restoring technology and case management systems
- Reestablishing vendor operations
- Returning staff to normal duty stations
- Resuming in-person customer services

6. Reduce Operational and Financial Risk - Helps minimize:

- Service interruptions
- Loss of grant funds
- Audit findings
- Data breaches
- Delays in payroll or vendor payments
- Reputational damage

Scope

This Continuity of Operations Plan (COOP) applies to all operations, personnel, facilities, systems, records, contractors, and service delivery functions of CSNCFL and its workforce system network throughout the six county designated service area.

This Plan covers all board-administered and contracted activities funded in whole or in part through federal, state, local, and discretionary resources, including but not limited to Workforce Innovation and Opportunity Act (WIOA) programs, Wagner-Peyser services, business services, youth services, dislocated worker services, rapid response activities, fiscal administration, procurement, compliance monitoring, board governance, and one-stop center operations.

This Plan applies to all locations including administrative offices, comprehensive career centers, affiliate sites, mobile units, leased facilities, alternate work locations, and remote work environments.

This Plan shall be activated in response to any incident that significantly disrupts normal operations, including but not limited to hurricanes, tropical storms, flooding, fire, pandemic illness, cyber incidents, utility failures, facility inaccessibility, workforce shortages, civil emergencies, vendor interruption, or other events impacting mission-essential functions.

This Plan includes procedures for preparedness, response, continuity operations, reconstitution, and post-incident recovery.

All employees, contractors, subrecipients, and partner operators are expected to comply with applicable responsibilities contained herein.

Objectives

To ensure the continuation of mission-essential functions, protect personnel and resources, maintain critical systems and records, minimize service disruption, preserve governance capability, and restore full workforce operations as rapidly and efficiently as possible following an emergency or operational interruption.

Primary Objectives

1. Maintain Mission-Essential Workforce Services - Ensure uninterrupted or rapidly restored delivery of critical services to job seekers, employers, and community partners, including:

- WIOA Adult, Youth, and Dislocated Worker programs
- Wagner-Peyser employment services
- Business services and employer outreach
- Rapid Response services
- Career counseling and job placement assistance

2. Protect Employees, Customers, and Visitors - Safeguard the health, safety, and welfare of:

- Board employees
- Career center staff
- Contractors
- Customers and visitors
- Board members and volunteers

3. Preserve Governance and Leadership Functions - Maintain the board's ability to make timely decisions through:

- Orders of succession
- Delegations of authority
- Emergency leadership structure
- Continued board and committee operations when feasible

4. Protect Information Systems and Records - Ensure continuity and security of:

- Case management systems
- Financial systems
- Personnel records
- Confidential customer information
- Grant and contract files

5. Minimize Service Disruption - Reduce downtime caused by:

- Hurricanes
- Flooding
- Cyberattacks
- Utility outages

- Facility closures
- Public health emergencies

6. Establish Alternate Operating Capability - Enable continued operations through:

- Remote work arrangements
- Alternate facilities
- Virtual service delivery
- Cloud-based communications and file access

7. Ensure Fiscal and Contract Continuity - Maintain timely:

- Payroll processing
- Accounts payable
- Grant reimbursements
- Procurement functions
- Vendor oversight

8. Restore Full Operations Quickly - Provide an organized process for:

- Damage assessment
- Staff return-to-work plans
- Technology restoration
- Facility reopening
- Reconstitution of normal services

9. Maintain Compliance - Ensure continued compliance with applicable requirements from:

- FloridaCommerce
- CareerSource Florida
- U.S. Department of Labor
- WIOA laws and regulations
- Monitoring and audit standards

10. Strengthen Organizational Resilience - Promote preparedness through:

- Training
- Cross-training
- Exercises and drills
- Regular plan updates
- Lessons learned reviews

Situation

CSNCFE operates essential workforce programs and services that support job seekers, employers, training providers, and community partners throughout their designated service

areas. These services are delivered through administrative offices, CSNCFL centers, affiliate locations, contracted providers, technology systems, and remote service channels.

Because Florida is vulnerable to natural disasters and other operational threats, CSNCFL operations may be disrupted by events that impact facilities, staff availability, communications systems, technology platforms, transportation, or vendor services. Interruptions may occur with little warning and may last for short or extended periods.

Disruptive events may include, but are not limited to:

- Hurricanes and tropical storms
- Flooding and severe weather
- Tornadoes
- Fire or smoke damage
- Utility outages
- Cyberattacks or ransomware
- Pandemic or communicable disease outbreaks
- Civil disturbance or public safety incidents
- Building inaccessibility
- Critical vendor failure
- Sudden workforce shortages

CSNCFL must be prepared to continue mission-essential functions, protect staff and customers, preserve records, maintain compliance, and restore normal operations as quickly as practical.

Assumptions

The following planning assumptions apply to this Continuity of Operations Plan:

Operational Assumptions

- Emergencies may occur with little or no advance warning.
- Any CSNCFL facility or career center may become inaccessible.
- Disruptions may affect one location, multiple counties, or the entire workforce region.
- Some incidents may continue for days or weeks.
- Demand for workforce services may increase following disasters or layoffs.

Staffing Assumptions

- Key personnel may be unavailable due to evacuation, illness, transportation issues, or personal emergencies.
- Cross-trained staff may be required to perform essential duties.
- Remote work may be necessary for portions of the workforce.

Technology Assumptions

- Network, internet, phones, or case management systems may be partially or fully unavailable.
- Cybersecurity incidents may require temporary manual workarounds.

- Data backups and alternate communication methods must be available.

Vendor / Partner Assumptions

- Contractors, One-Stop operators, landlords, or vendors may also be impacted.
- Partner agencies may operate under their own emergency plans and reduced capacity.

Governance / Compliance Assumptions

- Board decisions may need to be made rapidly under emergency authority.
- Regulatory deadlines may continue unless formally extended by state or federal agencies.
- Documentation of actions taken during the incident will be required for monitoring, audits, and reimbursement.

Recovery Assumptions

- Reopening may occur in phases rather than all at once.
- Alternate service delivery methods may continue after facilities reopen.
- Corrective actions and plan updates will be needed after the incident.

Authorities

This Continuity of Operations Plan (COOP) is established under the authority of applicable federal and state laws, regulations, executive directives, and local governance documents governing workforce development operations, emergency management, public administration, and grant-funded activities.

The following authorities support adoption and implementation of this Plan:

Federal Authorities

1. Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128
2. Wagner-Peyser Act, as amended
3. Rehabilitation Act of 1973, as amended
4. Americans with Disabilities Act of 1990, as amended
5. 2 CFR Part 200 – Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards
6. 29 CFR Parts 38 and 97, as applicable
7. Applicable U.S. Department of Labor regulations, guidance letters, and grant requirements

State of Florida Authorities

8. Chapter 445, Florida Statutes – Workforce Services
9. Chapter 252, Florida Statutes – Emergency Management
10. Chapter 119, Florida Statutes – Public Records
11. Chapter 286, Florida Statutes – Public Meetings

12. Applicable Florida cybersecurity, records retention, and procurement requirements
13. Executive Orders issued by the Governor of Florida during declared emergencies

Workforce System Authorities

14. CareerSource Florida policies and administrative guidance
15. FloridaCommerce workforce program guidance and operating instructions
16. CSNCFL Bylaws
17. Board-approved personnel, fiscal, procurement, and emergency policies

References

The following documents are incorporated by reference and should be used in conjunction with this Plan:

External References

1. Workforce Innovation and Opportunity Act Final Rules
2. U.S. Department of Labor Training and Employment Guidance Letters (TEGLs)
3. FEMA Continuity Guidance Circulars
4. Florida Comprehensive Emergency Management Plan
5. State emergency declarations and recovery directives
6. CareerSource Florida policy issuances
7. FloridaCommerce guidance memoranda

Internal References

8. CSNCFL Strategic Plan
9. Employee Handbook
10. Information Technology Disaster Recovery Plan
11. Cybersecurity Incident Response Plan
12. Emergency Communications Plan
13. Fiscal Procedures Manual
14. Procurement Policy
15. Records Retention Schedule
16. One-Stop Operator Agreement
17. Memoranda of Understanding with Required Partners
18. Facility Emergency Action Plans
19. Vendor Emergency Contact List

RAPID CALL LIST: Emergency Contacts and Phone Numbers

Emergency Fire, Ambulance, Rescue, Police, and HAZMAT call: 911

Emergency Director:
Chief Executive Officer (CEO)
Phyllis Marty
352.955.2245, ext. 5950
352.681.3320 Cell
pmarty@careersourcencfl.com

Emergency Director Back-up:
Chief Strategy Officer
Christina Brown
352.955.2245, ext. 5940
352.231.4217 Cell
cbrown@careersourcencfl.com

Order of Succession

In the event that neither the Emergency Director nor the Back-up are available, the highest-ranking administrator, supervisor, or employee available will direct the emergency operations. All staff and partner agencies located in the workforce offices are required to abide by the decisions made by the Emergency Director.

CareerSource North Central Florida Facility Emergency Coordinators:

Alachua Office
Center Specialist
Christine Shumate
352.955.2245, ext. 5936
352.681.6862 Cell
cshumate@careersourcencfl.com

Alachua Office Back-up
Chief Programs Officer
Mary Crown
352.955.2245, ext. 5958
352.955.2245 Cell
mcrown@careersourcencfl.com

Gainesville Office
Center Specialist
Christine Shumate
352.955.2245, ext. 5936
352.681.6862 Cell
cshumate@careersourcencfl.com

Gainesville Office Back-up
Chief Programs Officer
Mary Crown
352.955.2245, ext. 5958
352.955.2245 Cell
mcrown@careersourcencfl.com

Starke Office
Center Specialist
Sara Darwin
904.964.8092, ext. 5973
352.9681.7372 Cell
sdarwin@careersourcencfl.com

Starke Office Back-up
Director of Continuous Improvement
Erika Howard
352.955.2245, ext. 5953
352.681.2047 Cell
ehoward@careersourcencfl.com

Florida Gateway College Satellite Office
Center Specialist
Elissa Howard
386.243.6647, Ext. 5907
352.681.2059 Cell
edhoward@careersourcencfl.com

Florida Gateway College Satellite Office Back-up
WIOA Adult/DW Program Coordinator
Cora West
352.955.2245, Ext. 5974
352.664.7523 Cell
cwest@careersourcencfl.com

Lake City Office
Center Specialist
Elissa Howard
386.243.6647, Ext. 5907
352.681.2059 Cell
edhoward@careersourcencfl.com

Lake City Back-up
WIOA Adult/DW Program Coordinator
Cora West
352.955.2245, Ext. 5974
352.664.7523 Cell
cwest@careersourcencfl.com

Cross City Office
Center Specialist
Lisa Edwards

Cross City Back-up
WIOA Career Navigator I
Valerise Dukes

352.384.3349, ext. 5919
352.451.5993 Cell
ledwards@careersourcencfl.com

352.384.3349, ext. 5925
352.6647532 Cell
vdukes@careersourcencfl.com

Trenton Office
Center Specialist
Lisa Edwards
352.384.3349, ext. 5919
352.451.5993 Cell
ledwards@careersourcencfl.com

Trenton Office Back-up
WIOA Career Navigator I
Valerise Dukes
352.384.3349, ext. 5925
352.6647532 Cell
vdukes@careersourcencfl.com

Lake Butler Office
Center Specialist
Sara Darwin
904.964.8092, ext. 5973
352.9681.7372 Cell
sdarwin@careersourcencfl.com

Lake Butler Office Back-up
Director of Continuous Improvement
Erika Howard
352.955.2245, ext. 5953
352.681.2047 Cell
ehoward@careersourcencfl.com

Order of Succession

In the event that neither the Facility Emergency Coordinator nor the Back-up are available, the senior-most staff person present becomes the coordinator by default.

Emergency Public Info Officer
Grants/Contracts Administrator
Diane Burke
352.955.2245, ext. 5926
352.339.0093 Cell
dburke@careersourcencfl.com

Emergency Back-up Public Info. Officer
Community Resource Coordinator
Jessica McCrae
352.955.2245, ext. 5915
352.339.5891 Cell
jmccrae@careersourcencfl.com

Emergency IT Officer
Systems Administrator
Jason Buss
352.384.3345, ext. 5955
352.275.6070 Cell
jbuss@careersourcencfl.com

Emergency Back-up IT Officer
Senior IT Technician
Scott Hudson
352.955.2245, ext. 5918
352.451.5958 Cell
shudson@careersourcencfl.com

Phone Number for Staff Information in the Event of Facility Closure: 352.955.2245. The Alachua County Everbridge Emergency Notification System will notify all CareerSource North Central Florida Staff via email, text, and voicemail of all emergency situations.

EMERGENCY CONTACTS ROLES AND RESPONSIBILITIES

The **Emergency Director**, or the Back-up, directs the emergency response effort and works with the Facility Emergency Coordinators and others in assessing the emergency and preparing and implementing the specific response at the affected site(s).

Facility Emergency Coordinators are responsible for facility emergency preparedness, directing emergency procedures, and evacuation of the facilities if necessary. Facility Emergency Coordinators must ensure annual staff training regarding Emergency Preparedness and Continuity of Operations and must ensure information contained within this document is kept

current regarding his/her designated facility. Further, Facility Emergency Coordinators will identify and contact staff members who are available to assist customers who have been affected by a disaster and assign staff to provide assistance to partner service organizations as needed.

The **Emergency Public Information Officer** notifies the media (i.e., television, radio and newspapers) regarding any closures of facilities. They are also responsible for emergency procurement procedures, maintenance of fiscal integrity, and assisting Emergency Director as needed.

The **Emergency IT Director** assesses the extent of damage to data and communications systems; returns services to email and telephone and establishes working computer network for functioning facilities.

Responsibilities for Emergency Contacts are further delineated in the instructions contained in this plan.

SECURITY OF INDIVIDUALS AND PROPERTY

CareerSource North Central Florida has made ensuring the security and safety of the individuals who utilize or work in its workforce system, and the protection of CareerSource North Central Florida property and records, a high priority. The following security measures have been implemented:

- All CareerSource North Central offices are secured after normal working hours by a monitored security system and require coded electronic access.
- Security/emergency training workshops conducted by local law enforcement and fire department personnel are conducted periodically.
- Emergency/disaster drills are conducted annually at each CareerSource North Central Florida office.

Copies of this plan are distributed annually either in electronic and/or in hard copy format to all individuals housed in a CareerSource North Central Florida office to ensure familiarity with emergency and security procedures.

The Grants/Contracts Administrator will and/or the responsible Board Staff Member will ensure that a copy of the plan is available on the CareerSource North Central Florida website and all partner agencies receive a copy of this plan when an MOU, MOA, or lease is issued to a partner agency that places employees or volunteers within CareerSource North Central Florida.

It is the Facility Emergency Coordinator's responsibility to ensure that all partner agency employees and volunteers housed within the CareerSource North Central Florida office receives a copy of the plan. Typically, distribution of the plan will occur whenever there is a change in the plan or during annual training.

MISSION ESSENTIAL FUNCTIONS

In accordance with the requirements of the Workforce Innovation and Opportunity Act (WIOA) and applicable federal and state continuity guidance, CareerSource North Central Florida has identified the following mission essential functions. These functions are necessary to sustain critical workforce system operations during an emergency, disruption, or disaster and must be resumed within 12–72 hours of activation of this Continuity of Operations Plan (COOP), as operational conditions permit.

Mission Essential Functions (MEF):

MEF 1: Continuity of WIOA-Funded Career and Training Services

CareerSource North Central Florida shall ensure the continued delivery and oversight of WIOA-funded career and training services for eligible adults, dislocated workers, and youth.

This includes:

- Eligibility determination and participant enrollment.
- Provision of basic and individualized career services.
- Authorization and oversight of training services (including Individual Training Accounts and On-the-Job Training).
- Provision of supportive services, as allowable.
- Maintenance of priority of service requirements.

Service delivery may transition to virtual, telephonic, or other alternative methods as necessary.

MEF 2: Oversight and Coordination of the One-Stop Delivery System

CareerSource North Central Florida shall maintain operational oversight and coordination of the local one-stop delivery system, including the one-stop network and required partners.

This includes:

- Coordination with mandated and additional workforce system partners.
- Activation of emergency service delivery protocols.
- Monitoring of service provider continuity.
- Ensuring access to workforce services for priority and vulnerable populations.

MEF 3: Fiscal Management and Grant Administration

CareerSource North Central Florida shall maintain fiscal integrity and grant administration responsibilities to ensure compliance with federal, state, and local requirements.

This includes:

- Processing payments (training providers, supportive services, stipends, contracts).
- Payroll continuity.
- Financial reporting and cash management.
- Oversight of subrecipients and contractors.
- Maintenance of internal controls and emergency procurement authority.

MEF 4: Rapid Response and Employer Services

CareerSource North Central Florida shall ensure the continued provision of Rapid Response activities and employer engagement services during emergency events that result in layoffs, closures, or economic disruption.

This includes:

- Coordination of Rapid Response activities.
- Employer outreach and layoff aversion strategies.
- Reemployment transition services.
- Coordination with unemployment insurance and economic development entities.

MEF 5: Governance and Legal Authority

CareerSource North Central Florida shall maintain its governance and decision-making authority to ensure continuity of policy, budgetary, and contractual actions.

This includes:

- Convening Board and committee meetings.
- Approval of budgets, contracts, and policy modifications.
- Execution of emergency delegations of authority.
- Maintenance of quorum and documentation requirements.

MEF 6: Communications and Stakeholder Coordination

CareerSource North Central Florida shall maintain effective communication with Chief Elected Officials, FloridaCommerce, service providers, employers, participants, and the public.

This includes:

- Dissemination of operational status updates.
- Public notification of service modifications.
- Coordination with local emergency management agencies.
- Maintenance of redundant communication methods.

MEF 7: Data Security, Case Management, and Performance Reporting

CareerSource North Central Florida shall ensure continuity of data systems and protection of sensitive information.

This includes:

- Access to case management and reporting systems.
- Protection of Personally Identifiable Information (PII).
- Compliance with state and federal reporting requirements.
- Secure remote access capabilities and cybersecurity protocols.

MEF 8: Protection and Management of Human Capital

CareerSource North Central Florida shall ensure the safety, accountability, and continuity of essential personnel.

This includes:

- Implementation of telework or alternate worksite procedures.
- Cross-training of staff for essential roles.
- Order of succession and delegation of authority.

Essential Supporting Activities:

The following activities support execution of the Mission Essential Functions:

- Maintenance of vital records and electronic data backups.
- Information technology infrastructure support.
- Facility access control and alternate facility activation.
- Emergency procurement and contracting flexibility.

Prioritization:

In the event that resources are constrained, CSNCFL will prioritize:

1. Life safety and protection of personnel.
2. Continuity of WIOA-funded participant services.
3. Fiscal integrity and regulatory compliance.
4. Rapid Response and employer stabilization activities.
5. Governance and policy continuity.

Staff Roster by Position/Title - Roster will be updated quarterly.

Position Title	Staff member
Chief Executive Officer	Phyllis Marty
SR Administrative Support Manager (Tommy)	Kelli Hutchins
Chief Strategy Officer	Chris Brown
Director of Continuous Improvement	Erika Howard
Grants and Contracts Administrator	Diane Burke
Community Resource Coordinator	Jessica McCrae
Systems Administrator/IT Director	Jason Buss
Executive Assistant	Karen Davis
Administrative Coordinator	Maralisa Wilson
Youth Program Coordinator	Lynda Bowie Locklear
Chief Programs Officer	Mary A. Crown
SR Support Technician	Scott Hudson
WIOA Program Coordinator	Cora West
WTP/SNAP Program Lead	Leah Chapman
WTP/SNAP Program Lead	Mini Bare
QA Specialist	Sheng Wood
Customer Service Representative 2	Maria Neal
Customer Service Representative 2	Lisa Edwards
Customer Service Representative 2 (Starke)	Emily Galavotti
Customer Service Representative 1	Samuel Medved
Customer Service Representative 1	Alexis Blair
Customer Service Representative 1	Lora Rayam
Customer Service Representative 1	Marsha Roberson
WTP Workshop/Assessment Facilitator	Jan Kautz
Job Developer 2	Vacant
Job Developer 1	Vacant
Job Developer 1	Vacant
Work Experience Coordinator	Vacant
WIOA Youth Worksite Coordinator	Vacant
WIOA Career Navigator 2	Erin Grant
Center Specialist/WIOA Career Navigator 2	Elissa Howard

WIOA Career Navigator 1	Val Dukes
WIOA Career Navigator 1	James Frett
WTP/SNAP Career Navigator 2	Sara J Darwin
WTP/SNAP Career Navigator 1	Donna L. Bruens
WTP/SNAP Career Navigator 1	Traci Nixon
RESEA Career Navigator	Christine Schumate
RESEA Career Navigator	Gloria Taylor
WIOA Youth Career Navigator	Amielia Holt
WIOA Youth Career Navigator	Cynthia Scott
WIOA Youth Career Navigator	Jeffrey Thomas
WIOA Youth Career Navigator	Tameshia Walker
WIOA Intake Specialist	Vacant
WIOA Intake Specialist	Samantha Howard
Assessment Coordinator/Trainer	Eric Long

TRAINING AND INSPECTION

Required Training

As described in the section above, training sessions will be held to ensure that all staff members are familiar with the plan and each individual's area of responsibility under the plan. The Facility Emergency Coordinator at each office location will be responsible for conducting emergency situation simulations annually including fire, tornado, and irate customer. Typically, these drills will be held outside of normal center operating hours so as to not disrupt service to customers (i.e. during staff meetings held before or after the center opens to the public). The time spent on this activity will constitute compensable time for participating staff. Participation in these exercises will ensure that all individuals within CareerSource North Central Florida offices are sufficiently trained and familiar with the procedures to be followed in an emergency.

This plan will be distributed to all individuals housed in CareerSource North Central Florida offices in the following ways:

- € New Hire Orientation
- € During Emergency Preparedness and Continuity of Operations Plan training
- € Posted on the document management system for all employees
- € Hard or electronic copy provided to partner agencies housed within CareerSource North Central Florida offices once per year by the Facility Emergency Coordinator

Planning for Fire Drills

The following should be considered when planning for a fire drill:

- Notify the security system vendor that a fire drill will take place on a specified date and time

- Notify the local fire department that a fire drill will take place on a specified date and time

Required Inspections

Annual inspections of the fire prevention and protection equipment (including smoke alarms and fire extinguishers) is required and is carried out by the office building's property management company.

It is the responsibility of the Facility Emergency Coordinator to ensure that these inspections are carried out annually.

COMMUNICATION AND NOTIFICATION

Closure of CareerSource North Central Florida Offices

Authority to close a CareerSource North Central Florida office due to an emergency resides with the Emergency Director.

Closure During Working Hours

Some emergencies may require the closure of a specific CareerSource North Central Florida office during regular office hours. If this is necessary, depending upon the emergency, the Facility Emergency Coordinator will notify staff, either via email or verbally, after receiving authorization from the Emergency Director.

Closure During Non-Working Hours Due to Natural Disasters or Other Acts

In the event conditions warrant the closure of CareerSource North Central Florida offices during non-working hours, the following procedures will apply:

1. As soon as possible upon the occurrence of an emergency, the Emergency Director will notify the Facility Emergency Coordinators and the Emergency Public Information Officer.
2. The Emergency Director will notify Alachua County to activate the Everbridge Emergency Notification System.
3. The Facility Emergency Coordinator, or designee, will notify staff members via telephone.
4. The Emergency Public Information Officer will:
 - a. Notify the news media of the closure,
 - b. Work with Information Technology to install a greeting on the CareerSource North Central Florida switchboard phone number with instructions to customers telling them when and where services will be available,
 - c. Post relevant information on the CareerSource North Central Florida website (www.careersourcencfl.com).
5. Staff will be notified of the office closure via direct contact by the Facility Emergency Coordinator, the Alachua County Everbridge Emergency Notification System, the news media, or accessing information posted on the CareerSource North Central Florida Website (www.careersourcencfl.com).

Organization During Emergencies

To facilitate communications and to ensure that the Emergency Director and other Emergency Contacts are made aware of all ongoing actions during an emergency situation, a Command

Center will be set up at the affected facility by the Facility Emergency Coordinator. The Emergency Command Center is the centralized location where the decisions are made and action plans are executed in response to the emergency situation.

If possible, the Command Center will be established at one of the following locations, in this order:

1. At the resource room desk,
2. In the office of the senior most staff member at the facility, or
3. In the parking lot, whichever is most appropriate for the situation.

The Facility Emergency Coordinator, or a designee, will immediately communicate directly with the appropriate Emergency Contacts listed above, the Emergency Director, the Emergency Public Information Officer and others as necessary regarding emergency preparations and/or an emergency situation.

Affected staff will be notified by the Facility Emergency Coordinator or a designee of the emergency as necessary via email, phone, or verbally, depending on the situation. For further information, see notification within each emergency scenario below.

FLORIDA COMMERCE EMERGENCY WEBSITE

The following website is the Florida Commerce Emergency Website offering the latest and most up to date information regarding emergency situations which are threatening to our area:

<https://www.floridajobs.org/floridadisaster.biz/contact-us-2/state-resources-2>.

TESTING THE 911 SYSTEM

Quarterly, a test of the 911 phone service for each building will be conducted. The Facility Emergency Coordinator for each office building or their designee is responsible for conducting the quarterly test. The instructions for testing the system for each office are included below:

Alachua Office

Gainesville Office

Starke Office

Lake City Office

Florida Gateway College Satellite Office

Cross City Office

Trenton Office

Lake Butler Office

After the quarterly test has been completed, each Facility Emergency Coordinator shall report the success or failure of the test to the Emergency Director.

EMERGENCY EVACUATION SITES

If instructed to evacuate, move to your Emergency Evacuation Site:

- **Alachua Office -**
- **Gainesville Office** – Staff will exit the building and meet at the empty parking lot from the office. Active shooter, staff should exit building by nearest safe exit and proceed to empty parking space across parking lot from office.
- **Starke Office** – Staff will exit building and meet at Bail Bonds building behind G's BBQ. Active Shooter staff will exit building at nearest safe exit and meet at Bail Bonds building behind G's BBQ.
- **Lake City Office**
- **Florida Gateway College Satellite Office**
- **Cross City Office**
- **Trenton Office**
- **Lake Butler Office**

Stay in your Emergency Evacuation Site until the emergency is resolved.

Do not re-enter the building until instructed to do so by the Facility Emergency Coordinator or Emergency Director.

NATURAL DISASTERS

A weather radio is located and monitored at each CareerSource North Central Florida office in the Facility Emergency Coordinator office. In the event severe weather threatens and the weather radio announces a watch or warning, the employee who hears the announcement will immediately notify the Facility Emergency Coordinator or Back-up.

The Facility Emergency Coordinator or Back-up will report the weather notification, via email, telephone, or text to the following:

- Employees within the affected facility
- Emergency Director
- Emergency Director Back-up
- Emergency Public Information Officer
- Emergency Public Information Officer Back-up
- Emergency IT Director
- Emergency IT Director Back-up

Tornado

During a Tornado Watch, staff can monitor the weather warnings at www.weather.gov. The Facility Emergency Coordinator, or a designee, will monitor the tornado advisories and provide updates to staff as they become available.

During a Tornado Warning, staff should move to the interior room or hallway on the lowest floor. Additionally, the following precautions should be taken:

- Avoid being in a room with windows.
- Take shelter underneath a desk or any heavy furniture available.
- Assume a curled position to protect your head and eyes.
- All qualified personnel will render first aid as necessary.
- Do not try to outrun a tornado in your car. Instead, follow the instructions above and stay within the permanent structure of a building.

Hurricane

CareerSource North Central Florida facilities are **NOT** designated as official hurricane shelters.

The Facility Emergency Coordinator in conjunction with the Emergency Director and Emergency Director Back-up will ensure the building preparation/ recovery and service re-instatement efforts are completed as follows:

Preparedness

- Update emergency staff contact lists.
- Notify staff and partner agencies housed in facility of pending disaster.
- Make necessary staff assignments.
 - Each staff member will be responsible for preparedness of his or her own workstation.
 - Sensitive documents such as files, records, documents, etc. should be removed from open areas and placed in file cabinets (not the bottom drawer). Items on desks, bookcases, and or tables that would be subject to damage from wind, water and debris should also be placed in file cabinets, if reasonable to do so.
 - Electrical devices should be removed from the floor and placed on top of a higher structure such as a desk, filing cabinet or table. If required by the situation, all electrical items should be securely sealed in plastic trash bags or plastic sheeting and taped or tied to prevent water intrusion. Electrical items would include, but are not limited to, computers, printers, telephones, and surge protectors.
 - Once individual staff members have completed preparation of his or her workstation, they will assist in completing the preparatory functions of the common work areas. These areas include photocopiers, faxes, resource room equipment, etc. If required by the situation, the same process of waterproofing equipment and sealing with plastic and taping large objects must occur throughout the building.
 - Common area items that are located close to windows should be moved as far away from windows as possible. Blinds for windows should be closed.
- Ensure the security of the facility.
- Ensure records are moved, equipment secured, etc. in the event of potential flooding.
- Signs posted on inside of lobby doors stating the closure.

Recovery

- Survey site damage (internal & external). Provide a summary to the Emergency Director, as required, to determine when the facility may be inhabitable.
- Notify Emergency Contacts as necessary to recover necessary systems.
- Notify landlord as necessary to make repairs to the facility.

Flood

The Facility Emergency Coordinator in conjunction with the Emergency Director and Emergency Director Back-up will ensure the building preparation/ recovery and service re-instatement efforts are completed as follows:

Preparedness

- Notify staff and partner agencies housed in facility of pending disaster.
- Make necessary staff assignments.
- Ensure the security of the facility.
- Ensure records are moved up off the floor or to another facility, equipment is moved up off the floor, etc. (Items may need to be wrapped in plastic to protect from water damage.)
- Determine if and when staff need to be sent home.
- Determine if the office will be closed. If so, signs posted on inside of lobby doors stating the closure.

Recovery

- Survey site damage (internal & external). Provide a summary to the Emergency Director, as required, to determine when the facility may be inhabited.
- Notify Emergency Contacts as necessary to recover necessary systems.
- Notify landlord as necessary to make repairs to the facility.

FIRE OR EXPLOSION

Staff shall follow the "INSTRUCTIONS TO BUILDING OCCUPANTS IN CASE OF FIRE". Also see the "PORTABLE FIRE EXTINGUISHER OPERATION" section below.

The Facility Emergency Coordinator, in conjunction with the Emergency Director and Emergency Director Back-up, will ensure the building preparation/ recovery and service re-instatement efforts are completed as follows:

Preparedness

- Audible fire alarms are the means of on-site notification of a fire emergency.
- Ensure that staff members are trained regarding evacuation procedures in an annual training session and in New Hire Orientation.
- Once per year a fire drill will be held, coordinated by the Facility Emergency Coordinator.
- Ensure the posting of evacuation diagrams throughout the building.

Fire Event

- Call 911 to report the fire.
- Ensure fire alarms are sounding.
- Supervise the orderly evacuation of the building to the Emergency Evacuation Site.
- Ensure hallways, bathrooms, conference rooms, offices and cubicles have been evacuated.
- Establish a Command Center in the parking lot, if necessary.
- Advise the Fire Department regarding the status of the evacuation and the location and status of disabled or injured persons.
- Contact the Emergency Director, Back-up Emergency Director and Public Information Officer.
- **TAKE THE ROLL OF PERSONS EVACUATED USING THE TELEPHONE ROSTER. REPORT MISSING PERSONS TO THE FIRE DEPARTMENT IMMEDIATELY.**
- Urge people to remain calm.
- Ensure that the landlord is contacted.
- Instruct individuals not to re-enter the building until the "All Clear" has been given by the Fire Department and Emergency Director.

INSTRUCTIONS TO BUILDING OCCUPANTS IN CASE OF FIRE

Familiarize yourself with the Building Emergency Plan and note your closest fire exit. Consider alternative evacuation routes in case your exit is not accessible.

In heavy smoke, crouch as low as possible (crawl if necessary) and cover your face, if you can, as you exit.

IF YOU DISCOVER A FIRE:

- Pull the fire alarm handle if there is one in your facility.
- Notify persons in your immediate area.
- Call **911** and then contact the Facility Emergency Coordinator or Facility Emergency Coordinator Back-up.
- If the fire is small, use a fire extinguisher. **Do not endanger yourself.**
- Evacuate the building in an orderly manner. **DO NOT RUN!**

Pull Down Alarm Locations

- Alachua Office - None
- Gainesville Office - None
- Starke Location - None
- Lake City Office - None
- Florida Gateway College Satellite Office – Music Suite 003 by the door.
- Cross City Office - None
- Trenton Office - None
- Lake Butler Office - None

IF YOU HEAR A SMOKE ALARM:

- If possible, secure equipment, and close windows and doors. **Do not lock doors.**
- Follow the evacuation route established for your area.
- Assist individuals with mobility disabilities to the designated refuge area.
- Provide information about the fire and disabled individuals to the Facility Emergency Coordinator and to the Fire Department as necessary.
- **Meet at your Emergency Evacuation Site.**
- Do not re-enter the building until permission is granted by the Facility Emergency Coordinator.

IF YOU CANNOT EVACUATE:

- Close the doors between you and the fire.
- If possible, call **911** and advise the Fire Department of your situation.
- Hang an article of clothing or cloth from a window to alert emergency response personnel.

Keep exit routes and fire safety equipment unobstructed and report any fire hazards to the Facility Emergency Coordinator.

Portable Fire Extinguishers

A fire extinguisher is designed to put out a small fire. If you have any doubts as to whether or not you should try to extinguish a fire, leave the area, notify area personnel, call the Fire Department, and contact the Facility Emergency Coordinator or Back-up.

THE FIRE EXTINGUISHERS FOUND IN CAREERSOURCE NORTH CENTRAL FLORIDA OFFICES ARE INTENDED TO EXTINGUISH FIRES OF ALL CLASSES (A, B, AND/OR C).

Fires are classified based on the type of fuel involved. Likewise, portable fire extinguishers are classified by the type of fires they are designed to extinguish. The basic classifications of fuel and extinguishers are found below. Extinguishers are labeled with either letter-shaped or pictorial symbols that indicate what types of fires they are intended for.

Classes of Fires

Class A fires involve ordinary combustible materials, such as cloth, wood, paper, rubber, and many plastics. Extinguishers with an A rating are designed to extinguish fires involving these ordinary combustible materials.

Class B fires involve flammable and combustible liquids such as gasoline, alcohol, oil-based paints, lacquers. Therefore, extinguishers with a B rating are designed to extinguish fires involving flammable and combustible liquids.

Note: Do not attempt to extinguish a fire involving flammable gas unless there is reasonable assurance the source of fuel can be promptly shut off. In fact, if the only fuel burning is the leaking gas, the best method for extinguishing the fire is to shut off the fuel supply. Extinguishing a flammable gas fire, without shutting off the fuel, will allow unburned gas to escape into the atmosphere, which may permit a dangerous accumulation of gas to develop, and an explosion may occur if the gas is exposed to an ignition source.

Class C fires involve energized electrical equipment. Extinguishers with a C rating are designed for use with fires involving energized electrical equipment.

Multipurpose Extinguishers

Most portable extinguishers are rated for use with more than one classification of fire. For example, an extinguisher with a BC rating is suitable for use with fires involving flammable liquids and energized electrical equipment. An extinguisher with an ABC rating is suitable for use with fires involving ordinary combustibles, flammable liquids, and energized electrical equipment. An extinguisher that is rated for use with multiple hazards should include a symbol for each hazard type.

Extinguishers must be recharged after ANY use. It is the Facility Emergency Coordinator's responsibility to ensure the facility landlord is notified regarding the fire and to recharge the fire extinguisher.

The facility landlord is responsible for an annual fire extinguisher inspection and certification. The tag on the fire extinguisher denotes the inspection due date. If you notice an expired tag, notify the Facility Emergency Coordinator.

Fire Extinguisher Locations

Alachua Office -

Gainesville Office –

- Front lobby
- On wall close to back door
- Room closest to IT office on wall
- On wall in main hallway heading to back of building

Starke Office –

- Back office above desk door
- Break room wall

Lake City Office -

Florida Gateway College Satellite Office -

- Outside Center Specialist Office
- Outside Room 002C

Cross City Office

- Utility Room

Trenton Office -

- Utility Room

Lake Butler Office -

Fire Extinguisher Operation

1. Pull safety pin from handle. P.
2. Aim (nozzle, cone, and horn) at the base of the fire. A.
3. Squeeze the trigger handle. S.
4. Sweep from side to side (watch for re-flash). S.

DISORDERLY CONDUCT

Workplace Violence, Armed or Threatening Individual

- **ALL SUSPICIOUS INDIVIDUALS/ACTIVITIES MUST BE REPORTED TO THE FACILITY EMERGENCY COORDINATOR IMMEDIATELY, SO THAT EVERY EFFORT MAY BE MADE TO AVOID INCIDENTS OF WORKPLACE VIOLENCE.**
- If the situation is dire, immediately call 911.
- If there are life-threatening injuries, available staff members who have received training in emergency first aid or CPR procedures should be summoned. A list of individuals trained in life saving techniques is available via the employee telephone list.
- The Facility Emergency Coordinator, or a designee, will contact the Emergency Director and other Emergency Contacts as necessary.
- The Facility Emergency Coordinator or a designee will notify staff via verbal announcement or email as necessary.

Code “YELLOW”

If your customer is confrontational or you are in a situation where you do not want the individual causing the situation to know you are calling for assistance, use the following procedure:

1. Pick up the phone and call the Facility Emergency Coordinator, Back-up, or a supervisor.
2. Identify yourself and tell the person you've reached that you need the “client's name” YELLOW file at your location. (Example: “I need Mr. Smith's YELLOW file in my office, please.”) (If you do not know the “client's name”, you should ask for “THE” YELLOW file, and leave out any name.)

When you call for the “YELLOW file” you have identified that there is a situation with which you need assistance and what your location is, as well as the person's name who is creating the situation.

3. The person contacted for assistance will find a senior level supervisor or aid the situation by assisting the staff person calling for the YELLOW file.
4. If necessary, the person contacted for assistance will call 911.

Loud and Verbally Abusive Individuals

- Remain calm.
- Listen to what the individual has to say.
- Speak in a soft, low tone.
- Calmly ask the individual if he/she would like to speak with the Manager.
- Contact the Facility Emergency Coordinator for assistance in dealing with the individual.
- If available, staff may contact the onsite security guard.
- If the Facility Emergency Coordinator, or Back-up is not available, seek out another senior level staff person who is available to help.

Threatening and Potentially Violent Individuals

- Leave the room.
- Call 911.

- Contact the Facility Emergency Coordinator or Back-up.

Customer-on-Customer Issues

Customer-on-Customer arguments or disorderly conduct.

- Contact the Facility Emergency Coordinator or Back-up.
- Customer-on-Customer physical confrontation/fighting.
- Call **911**.
- Contact the Facility Emergency Coordinator or Back-up.
- **DO NOT INTERFERE**. Wait for law enforcement.

Firearms/Weapons

- Call **911** if it is suspected a visitor has a firearm or weapon.
- **Do not confront the individual**.
- Advise the individual that the person they are asking to see is not available and to have a seat.
- If the receptionist area can be observed and you do not have privacy, ask another staff member to contact law enforcement.

Calling 911

When calling 911, you should provide as many details as possible. Focus on height, hair color, skin tone and clothing. It is easier for officers to identify a person in a busy area by giving these details versus focusing on distinguishing marks like tattoos and scars.

Never hesitate to call 911 when threatened. Police presence will prevent situations from escalating.

CUSTOMER SUICIDE THREATS

- **DO NOT IGNORE A SUICIDE THREAT.**
- If you believe that the customer also poses a threat to you, leave the room.
- Otherwise, advise the Facility Emergency Coordinator or Back-up immediately either personally or ask a co-worker to notify the Facility Emergency Coordinator.
- Facility Emergency Coordinator will make the determination to request assistance from law enforcement.
- The Facility Emergency Coordinator will advise their supervisor and the Emergency Director of the situation and/or outcome.

BOMB THREATS

All bomb threats will be taken seriously. It is **NOT** up to staff to determine if a bomb threat is a hoax.

Threat Made Via Telephone

- Remain calm and attempt to obtain as much information as possible from the caller. (Refer to Bomb Threat Checklist in Appendix A.)
- **Make a note of the caller's phone number ID on the phone.**

- Attempt to keep the caller on the phone. If the caller hangs up, put the line on hold or leave the phone off the cradle.
- Ask another staff member to call 911.
- Notify the Facility Emergency Coordinator.
- The Facility Emergency Coordinator will:
 - Determine if a building evacuation is necessary and notify staff appropriately.
 - Notify the Emergency Director and other Emergency Contacts as necessary.

Threat Made Via Written Document

- Immediately report the incident to the Facility Emergency Coordinator or Back-up.
- Do not raise a general alarm.
- Save all material for forensic examination by police, including the envelope or container, and avoid unnecessary handling.
- The Facility Emergency Coordinator will:
 - Determine if a building evacuation is necessary and notify staff appropriately.
 - Notify the Emergency Director and other Emergency Contacts as necessary.

Threat Made Via Package

- If you identify a suspicious object, package, etc., report it immediately to the Facility Emergency Coordinator or Back-up.
- The Facility Emergency Coordinator will:
 - Determine if a building evacuation is necessary and notify staff appropriately.
 - Notify the Emergency Director and other Emergency Contacts as necessary.
- **Do not touch or move the suspicious package** under any circumstances.
- Be aware of the possible existence of additional suspicious objects or packages.
- **Do not operate cellular phones within 35 yards of the object.**
- Evacuate the immediate area.
- Call 911.

MEDICAL EMERGENCIES

Life-Threatening Situations

- The first individual to be aware of a life-threatening emergency medical situation involving any person in a CareerSource North Central Florida facility will immediately call 911.
- In a life-threatening situation, such as a heart attack, choking, severe bleeding, etc., available staff members who have received training in emergency first aid or CPR procedures should be summoned. A list of individuals trained in life saving techniques is available via the employee telephone list.
- The Facility Emergency Coordinator must be notified as soon as possible.
- The Facility Emergency Coordinator or a designee will contact the Emergency Director and other Emergency Contacts as necessary.
- Complete incident report.
- Contact Alachua County Risk Management.

Injuries

In **non-emergency** situations involving staff or visitors, notify the Facility Emergency Starke Office Coordinator. The Facility Emergency Coordinator will:

- Ensure that the person receives treatment, if necessary,
- Notify leadership and HR regarding the injury,
- Ensure that the appropriate insurance provider is notified.

First-Aid Kits

Office:

Alachua Office
Gainesville Office
Starke Office
Lake City Office
Florida Gateway College Satellite Office
Cross City Office
Trenton Office
Lake Butler Office

First Aid Kit Location:

Resource Room Island Cabinet
Center Specialist Office Cabinet
Outside Center Specialist Office on Wall
Utility Room
Utility Room
None

PANDEMICS

In the event that the health department issues a contagious disease warning, the Facility Emergency Coordinators will do the following:

- Obtain emergency supplies/safety equipment.
- Identify precautions that can be taken to reduce exposure to staff and customers.
- Notify staff of pandemic and necessary precautions to observe.
- Request that staff report all cases of the contagious disease to the Facility Emergency Coordinator.
- Post appropriate signage as provided by the Florida Department of Health.
- Identify building ventilations systems and shut down procedures.
- Along with the Emergency Director, formulate plan for continuity of services in the event a facility becomes contaminated or unusable.
- In conjunction with the Emergency Director, ensure that lines of communication are open with the Florida Department of Health.

ELECTRICAL OUTAGES

In the event of an electrical outage at a CareerSource North Central Florida office, the telephone system may not be operational. Employees should seek information from the Facility Emergency Coordinator regarding the situation, move to lit areas of the building as necessary and continue working.

The Facility Emergency Coordinator will contact the following via cell phone:

- Electrical Company

- Emergency Director or Emergency Director Back-up
- Emergency Public Information Officer

EMERGENCY PLANNING FOR INDIVIDUALS WITH DISABILITIES

EMERGENCY PLANNING FOR INDIVIDUALS WITH DISABILITIES

Facility Emergency Coordinators are responsible to identify staff with disabilities and assist the staff member with developing a plan for his/her safe evacuation. The Facility Emergency Coordinator is also responsible for developing a plan and identifying staff to aid visitors with disabilities during an emergency.

Where possible, employees with disabilities should be asked to participate in the planning process. Two escape plans should be developed; one for when they are in the company of a non-disabled individual, and one for when they are alone.

Mobility Impairments: Review the evacuation route and identify possible barriers, such as any changes in level, steps, etc. Determine that the handles on doors, particularly on exit doors, are within reach for individuals in wheelchairs. Keep in mind that fire doors are too heavy to open for many individuals with disabilities. **If possible, use a “buddy system” to assist individuals with mobility impairment in the case of emergency.**

Hearing Impairments: Individuals who are deaf or hearing impaired cannot respond to audible alarms. Identify how persons with hearing impairments will be notified of an emergency and assisted in evacuating the building. **Alternate warning systems may be required: Flick the lights. Establish eye contact. Use facial expressions and hand gestures as visual clues. Use pencil and paper. Be patient. Do not allow others to interrupt.**

Visual Impairments: It is important that individuals with visual impairments become well oriented to the building where they spend time, particularly to be familiar with the location of alarms, telephones, and emergency exits. **If possible, use a “buddy system” to assist an individual with visual impairments in the case of emergency** or the need to evacuate, particularly as loud noises such as alarms may disorient the individual. **Speak naturally and directly to the individual. DO NOT SHOUT.**

EMPLOYEE CONTACT LISTS

The Employee Emergency Contact List containing home and cell phone numbers for all staff members housed within the CareerSource North Central Florida Center offices is maintained in electronic and hard copy format by the Executive Assistant .

Hard copy files shall be updated and printed at least once every six months by the Executive Assistant and maintained in a location known to each Facility Emergency Coordinator within each CareerSource North Central Florida.

FINANCIAL RECORDS

CareerSource North Central Florida's financial records are one-hundred percent computerized. Therefore, recovery of historical financial data is addressed in the section of this plan pertaining to computer systems and records.

Because there would be serious consequences if payroll information was lost or otherwise not available, CareerSource North Central Florida uses off-site payroll processing by Alachua County so the information is available through their systems.

It may be necessary to have funds available through checks in the event of an emergency. Should the check supply be compromised, additional checks are available on an overnight basis from the bank.

The accounting information contained on paper copies of financial records is recorded in the accounting system, which is backed up daily at an off-site location. The loss of the paper copy of the records would be an inconvenience but it is not critical to the continuation of business. Therefore, no extraordinary precautions for the protection of hardcopy records are planned.

Other assets such as computer equipment and furniture are fully covered by insurance and could be replaced in the event of a loss.

IT SYSTEMS AND SERVICES

Goals

A functional employee requires a safe and secure environment to interact with customers using the necessary systems. This plan is intended to provide staff with at least minimum access to these systems so they can continue operations.

There are a variety of systems that are cloud-based (internet-based), such as Employ Florida, OSST, ATLAS, and Microsoft Office. These systems are maintained by their providers. Any interruption in these services will prevent staff from accessing or using them until service is restored. Other than ensuring internet access, these systems are not covered by this plan.

There are also services that require access to the Alachua County network, such as the DCF - FLORIDA system. Access to these systems requires both internet connectivity and a VPN. This plan addresses access to these services.

Resources

Alachua County: CSNCFL has contracted with Alachua County in an [Administrative Agreement](#) for a variety of administrative services which includes Information Technology. The county provides and manages Active Directory and a secure network infrastructure. They also maintain backup processes to support services in case of an emergency. (Refer to their plan for more information.) CSNCFL does have two internal IT positions for Systems Administrator and a Senior Support Specialist.

CSNCFL relies on Alachua County to provide Continuity of Operations for IT and Fiscal services as described in their current (insert name of their plan and link). During any and all emergencies, CSNCFL follows their plan as outlined.

The primary focus of this section is to provide a plan to respond to a disaster that destroys or severely cripples CareerSource North Central Florida's computer systems operated by Alachua County IT Department. The intent is to restore operations as quickly as possible with the latest and most up-to-date data available.

Staff Resources

Staff are issued laptops as their primary computer systems. These are used to access the internet and provide services to customers. When possible, staff will be notified to keep their laptops with them during events that may interrupt normal operations.

Managers are also provided with cell phones that can be used as internet hotspots.

Additional Equipment

The IT department maintains a minimum of:

- 8 laptops
- 2 MiFi units
- 2 printers with scanning capability
- 2 large battery backup units

The battery backup units can provide power for one full workday for up to 8 users on a full charge. These resources are split evenly between the two largest offices: Lake City and Gainesville.

Implementation

Monitoring and Planning

The administrative team monitors weather and other potential threats. If a credible threat is identified, staff will be notified to keep their laptops with them until the threat has passed.

After Event

The administrative team will evaluate affected sites as soon as it is safe to do so.

If a site is functional but lacks power and/or internet, the administrative team may direct the IT team to establish an emergency office.

If a site is no longer safe to operate, alternative work arrangements will be evaluated. These may include alternate sites, other CSNCFL offices, or working from home.

The IT team can issue stored equipment as needed to support these scenarios.

Emergency Office

If a CSNCFL office is without power and/or internet, the IT team can deploy battery backup units or MiFi access points to allow staff to continue working.

Alternate CSNCFL Offices

Staff may be relocated to other CSNCFL offices until the affected office can be safely reopened.

Alternate Sites

An alternate site may be provided by the local county or another organization. If internet access is not available, a MiFi unit can be issued. If a manager is present, a CSNCFL-issued cellphone may be used as a hotspot. IT can issue additional equipment as needed.

Work From Home

Staff working from home must comply with the Telework Agreement and have reliable internet access.

IT Personnel

Immediately following a disaster, key IT personnel are notified, and recovery teams are grouped to implement the plan. Emergency IT Contacts are listed in this plan.

EMERGENCY MANAGEMENT PROCEDURES

The previously mentioned procedures have been developed to ensure that timely, effective and efficient action is taken, and necessary steps are not overlooked in the event of an emergency. A coordinated effort of all resources is required to effectively control such situations. The following general assumptions apply:

- 1.) An emergency or disaster may occur at any time, day or night, weekend or holiday, with little or no warning.
- 2.) The succession of events in an emergency is not entirely predictable; therefore, published contingency plans will serve only as guides/checklists and may require modification in order to meet the requirements of the emergency.
- 3.) Disasters may affect others in the area and, as a result, city, county, state, and/or federal emergency assistance may not be immediately available. A delay in receiving outside emergency service may be expected.

PRIVACY STATEMENT

Public disclosure of this document would have a reasonable likelihood of threatening public safety by exposing vulnerabilities. It contains sensitive and confidential information. Accordingly, CareerSource North Central Florida is withholding this plan from full public

disclosure. Employees and other individuals with access to this plan are not authorized to distribute the plan without express permission from the CEO.

Draft