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CITY OF SPRINGFIELD EMERGENCY MANAGEMENT PLAN**12. ANNEX F: Employee Services**

→Lead Department: Human Resources
→Lead ICS Section: Logistics

12.1 PURPOSE

This Annex covers delivery of three key services to employees and their families under disaster conditions: counseling, message delivery, and a drop-off/pick-up point for personal items such as clothing, food and medications.

12.2 SITUATION AND ASSUMPTIONS**12.2.1 Situation**

The City of Springfield is subject to a number of disaster circumstances that could occur locally and create a need for a central location to coordinate or facilitate contact between working employees and their families.

12.2.2 Assumptions

- City employees may be working for long periods of time without leaving the job site;
- Employees and their families will need the ability to communicate with each other during a disaster;
- There will be injuries and possible fatalities among City employees during a disaster situation;
- During a disaster, families will experience a high level of emotional anxiety concerning the safety of City workers;
- Employee assistance will be available through the City's Employee Assistance Program to assist City employees and their families in dealing with the trauma of a disaster;
- Adequate phone lines, computers, network systems, and other automated equipment will be available to handle the volume of calls sent and received, and to maintain connection with other City offices;

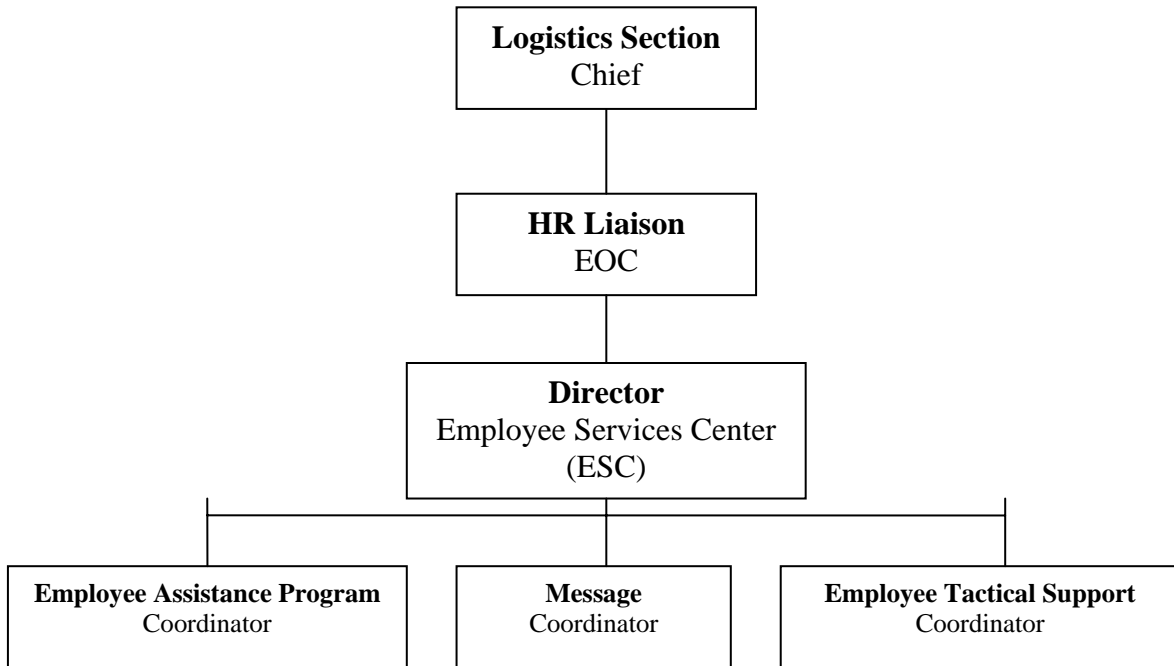
- Cellular phones and two-way radios will be available from the EOC's Logistics Section in the event of power outages;
- A fax machine will be available to send information to other agencies and City locations as required;
- The Library has a backup generator that will provide emergency power for the telephone system, emergency lighting, HVA, the staff elevator (#4), and the data closets;
- The Jesse Maine Room will be available as a backup Council Chamber and the Library Meeting Room will be available as an alternate Council Chamber;
- The Library Meeting Room will be available as a backup site for the media's joint information center (JIC).

12.3 GENERAL PROCEDURES AND RESPONSIBILITIES

The Springfield Public Library will be utilized as a staging area for communication between City workers and their families. During a disaster, the Library will be transformed into an Employee Services center for employees, who are working for extended periods of time on a disaster. The Library will maintain a team of City staff available to: (1) manage the phones for sending and receiving messages; (2) create space for Employee Assistance counselors; (3) coordinate receiving and the delivery of employees' personal items such as clothing, food and medications.

12.3.1 Employee Services Annex Organizational Chart

**CHAIN OF COMMAND
Employee Services Annex
*Organizational Chart***



12.4 PHASES OF EMERGENCY MANAGEMENT**12.4.1 Mitigation****→ Departments Involved: Human Resources**

N/A

12.4.2 Preparedness**→ Departments Involved: Human Resources****12.4.2.1 HR Liaison Responsibilities**

- Ensure trained City staff will be available to manage an ESC at the Library, or other assigned site, during a disaster;
- Identify communication equipment and appropriate support systems required;
- Confirm HR agreement with the City's Employee Assistance Program on the role they will play in a disaster to assist City staff;
- Identify lead workers who will assume supervisory position over the Library or optional facility during its use as the Employee Services Center;
- In January of each year, communicate with all City employees to remind them of the mission of the Employee Services Center and its phone number and location.

12.4.2.2 Employee Services Center Director Responsibilities

- Develop and maintain a disaster plan to enable the Library to be converted into an Employee Services Center for workers and families, to send and receive messages and personal items and receive counseling;
- Develop and maintain a list of Library employees able to fulfill the roles at the Employee Services Center;
- Develop and maintain agreements with Public Works Maintenance staff;
- Develop a plan for dealing with anyone from the general public who may be in the building at the time an emergency occurs;
- In January share with all Library employees the Emergency Management Plan, outlining procedures for Library staff concerning responsibilities, including designated management team assignments;

- Orient and train two alternate Employee Services Directors: Public Services Manager and Technology Manager.

12.4.2.3 Employee Assistance Program Coordinator Responsibilities

- Contact a Direction for Employee Assistance representative in January of each year to verify phone and pager numbers and emergency procedures;
- Develop a plan to use the ASD Conference Rooms as counseling rooms;
- Develop a plan for scheduling counseling spaces and providing support services to the DEA staff, as needed;
- Orient and train two alternate Employee Assistance Coordinators: Youth Services Manager and Adult Services Manager.

12.4.2.4 Message Coordinator Responsibilities

- Develop message log system to track the reception and successful relay of all messages;
- Orient and train two alternate Message Coordinators: HR Manager and Finance Manager;
- Be prepared to forward HR phone lines to optional site's phone bank as directed by the HR Liaison.

12.4.2.5 Employee Tactical Support Coordinator Responsibilities

- Develop a plan for the location of tactical support staff, item storage, and item pickup systems;
- Maintain a supply of lanterns and/or flashlights and batteries for emergency lighting;
- Develop and maintain a security plan for the operation of the Employee Services Center.

12.4.3 Response

→ Departments Involved: Human Resources, American Red Cross

Position:	Employee Services Director
Responsible Department/Division:	HR
Emergency Supervisor (title):	HR Liaison
Reports to (location):	Library
Applicable ICS Section:	Logistics

The Employee Services Center Director will be notified by the HR Liaison that the Library needs to be utilized as an Employee Services Center as the result of a disaster. The HR Liaison will notify the Executive Manager and the Director on duty when the Employee Services Center is operational.

12.4.3.1 HR Liaison Duties

- Report to the Emergency Operations Center and coordinate with alternate HR Liaisons to cover other shifts;
- Notify the Primary Public Information Officer that the Employee Services Center has been activated, and inform them of the contact phone number;
- Provide the ESC Director a list of contact numbers in other departments for message distribution and staff work assignment referrals.

12.4.3.2 Employee Service Center Director Duties

- Report to the Human Resources Department or alternate Employee Services Center site;
- Notify lead staff of situation; instruct staff to report to HR or optional site;
- Notify HR Liaison if a City radio and/or cell phone is needed;
- Maintain regular communication on situation with the HR Liaison; all communication with the EOC should be through the HR Liaison;
- Maintain a journal to document activity and decisions made during the life of the Employee Services Center;
- HR staff is to provide their own meals. Coffee, juice and snacks are to be provided free of charge to staff, City staff visitors, City staff family members and volunteers. Pre-approval of purchases by the Logistics Section is required. HR staff will purchase approved provisions at local vendors as needed;

- For long-term Employee Services Center operation, or under unusual circumstances, it may be possible to get approved purchase of meals for staff and volunteers. If large numbers of meals are needed, the Red Cross may be called in for support. Contact the HR Liaison for approval to use City funds and to determine whether to contact the Red Cross for additional support;
- Send copies of journal and other pertinent documentation to HR Liaison immediately after demobilization of Employee Services Center.

12.4.3.3 Employee Assistance Program Coordinator Responsibilities

- Contact Direction for Employee Assistance Program representative to give alert and/or request counseling services;
- Make all Circulation Supervisors and Youth Services Manager offices (Rooms 122, 123, 125, and 127) available for use as private spaces for counseling, and implement a schedule;
- Coordinate the scheduling and payroll recordkeeping of Library staff.

12.4.3.4 Message Coordinator Responsibilities

- Set up ASD as a City staff message staff center; this will include the following communication equipment:
 - Phones for incoming messages and staff call-ins
 - Phone lines for outgoing employee calls
 - Two-way radios will be an alternate method of distributing messages to employees in the field; contact Employee Services Center Director for radios;
- Implement message log system to track reception and successful relay of all messages;
- Message staff are responsible for forwarding all messages to an employee directly, or through their supervisor/alternate supervisor;
- Message staff are to direct non-HR employees that have work assignment questions to contact their supervisor and/or department for directions.

12.4.3.5 Employee Tactical Support Coordinator Responsibilities

- Use the log system to track the reception and successful pickup of all items to and from employees and their family members; a master log book will indicate name, item description, employee's work site, employee's contact

phone number, delivery date, pickup date, and the initials of the staff member checking in/out the item;

- Tactical support staff are responsible for notifying an employee, either directly or through their supervisor, that an item is available for pickup;
- Only Library staff are to label and move personal items. With the exception of medications, perishable items cannot be refrigerated, and staff must inform employees to limit the content of valuables;
- The ASD Kitchen area will house staff medications;
- Personal effects for delivery to City staff will be stored in ASD;
- Items for pickup by family and friends of City employees will be stored in ASD.

12.4.3.6 Miscellaneous

- The backup generator is designed to power:
 - egress lighting at all exits
 - access control system

12.4.4 Recovery

→ Departments Involved: Human Resources

12.4.4.1 Employee Service Center Director Duties

- Complete all documentation reports necessary for records and reimbursements and send copies to Cost Unit;
- Coordinate with Maintenance staff to remove trash and garbage and assist in returning equipment to its original location;
- Evaluate operations and collected information during response; submit necessary improvements and revisions to the Emergency Management Plan via the HR Liaison.

12.4.4.2 Employee Assistance Program Coordinator Duties

- Complete all documentation reports necessary for records and reimbursements and send copies to the Employee Services Center Director;
- Evaluate operations and collected information during response; submit necessary improvements and revisions to the EMP via the Employee Services Center Director.

12.4.4.3 Message Coordinator Duties

- Complete all documentation reports necessary for records and reimbursements; send copies to the Employee Services Director;
- Evaluate operations and collected information during response; submit necessary improvements and revisions to the EMP via the Employee Services Center Director.

12.4.4.4 Employee Tactical Support Coordinator Duties

- Complete all documentation/reports necessary for records and reimbursements and send copies to the Employee Services Center Director;
- Evaluate operations and collected information during response; submit necessary improvements and revisions to the EMP via the Employee Services Center Director.

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