

POLICY

SUBJECT: Emergency Management
NUMBER: RF-743-18
APPLICABLE TO: All Residential Facility Staff

APPROVED: _____ /s/ signature on original
Sam Abed, Secretary

EFFECTIVE DATE: _____ 8/21/18

- I. **POLICY**
Each Department of Juvenile Services (DJS) facility shall establish written plans that specify the procedures to be followed in emergency situations that threaten facility safety and security. Such situations include but are not limited to group disturbances, hunger strikes, taking of hostages, fire and evacuation, and natural or man-made disasters. These plans shall be reviewed annually and updated as needed.

- II. **AUTHORITY**
 - A. Md. Code Ann., Hum. Services. Article, §9-203, §9-204, §9-226 and §9-227
 - B. American Correctional Association (ACA) Standards, 4-JCF-2A-01 and 4-JCF-1B-03

- III. **DIRECTIVES/POLICIES RESCINDED**
None

- IV. **FAILURE TO COMPLY**
Failure to comply with a Secretary's Policy and Procedures shall be grounds for disciplinary action up to and including termination of employment.

- V. **STANDARD OPERATING PROCEDURES**
Standard operating procedures have been developed.

VI. REVISION HISTORY

DESCRIPTION OF REVISION	DATE OF REVISION
New policy issued.	August 21, 2018
Letters of recommendation to local hospitals (completed by the Medical Director) removed from Section F.2.	February 4, 2019

PROCEDURES

SUBJECT: Emergency Management
NUMBER: RF-743-18
APPLICABLE TO: All Residential Facility Staff

APPROVED: /s/ signature on original
Wallis Norman, Deputy Secretary
DATE: 2/22/19

I. PURPOSE

To provide guidelines for the development of written plans that specify the procedural responses to emergency situations that threaten facility safety and security.

II. DEFINITIONS

None

III. PROCEDURES

A. Emergency Response Plans

1. The Superintendent of each facility shall ensure the development of an emergency response manual. The manual must include, but is not limited to, emergency plans for procedural responses to the following situations. The emergency response plans can be found in **Appendix 1- Plans A-I**.
 - a. Fire and Emergency Evacuation– Plan A;
 - b. Relocation- Plan B;
 - c. Severe Weather, Flooding, Weather Emergency- Plan C;
 - d. Group Disturbance- Plan D;
 - e. Hostage Situations- Plan E;
 - f. Loss of Power, Water, Communications, or Other Utilities- Plan F;
 - g. Active Shooter – Plan G;
 - h. Hunger Strikes- Plan H; and
 - i. Escape and Apprehension – Plan I.
2. The Superintendent shall develop an emergency plan for excessive call-outs and walkouts. This plan shall only be maintained in the administrative emergency response manual and shall be made available to staff on a need to know basis.
3. Each emergency response plan shall address the following at a minimum:
 - a. Type of emergency;
 - b. Staff responsibilities, by title;
 - c. Clearly identified notification procedures, and the responsible person;
 - d. Notification of outside agencies, to include phone numbers and contact persons, as appropriate;
 - e. Detailed and step by step procedures;
 - f. Equipment needed, and distribution procedures;

- g. Location of emergency keys and distribution, as applicable;
- h. Reporting procedures after the emergency;
- i. Specific instructions to assign staff to youth who are disabled or incapacitated to ensure their safety, to include but not limited to youth with artificial limbs, wheelchairs, crutches, audio and visual aids; and
- j. Critical incident debriefing.

B. Emergency Response Manual

1. Emergency response plans will be maintained in a RED manual for easy identification. The manual shall be clearly labeled “Confidential, Facility Emergency Response Plans”. Each plan shall be separated and labeled for quick and easy access.
2. A manual shall be located in the control center and shall not be removed at any time. The Shift Commander shall have access to a manual and shall permit staff access for review and training only. Manuals shall be *securely* located on living units and at other limited locations outside of the youth living units as designated by the Superintendent. A copy of the manual shall be forwarded to the designated Executive Director for Residential Services. Youth shall not have access to any policy or procedure manual.
3. Multiple copies of notification sheets shall be placed in the front of each manual for use during an emergency. Notification sheets shall include at a minimum the names, landline and cell phone numbers for the following:
 - a. Superintendent, Assistant Superintendent;
 - b. Executive Directors, Deputy Secretary for Operations and the Secretary;
 - c. Public Information Officer;
 - d. Director of Maintenance;
 - e. Director of Transportation;
 - f. Health Administrator;
 - g. Medical Director;
 - h. If “911” services are not available or are not consolidated include the phone number for emergency medical services, fire, local and state police;
 - i. Local hospitals; and
 - j. Local utility companies – electricity, gas, water.
4. The Superintendent shall designate a staff responsible for reviewing the notification list to ensure that names and contact numbers are accurate.
5. Manuals and emergency response plans shall be reviewed and updated at least **annually**, and more frequently as required.
6. Each facility shall maintain an *up-to-date staff recall list*. The staff recall list shall be located in the control center and the Shift Commander’s office.
7. Each facility shall maintain a manual of up-to-date face sheets with a photo for each youth placed in the facility.
8. Each facility shall maintain facility floor plans to include the layout of all

buildings on the grounds.

C. Emergency Equipment

1. Emergency equipment shall be stored in a secure but readily accessible location outside of the youth's living units and activity areas.
2. Emergency equipment will include, at a minimum:
 - a. Two-way radios with charged batteries;
 - b. Handcuffs, leg restraints, flex cuffs;
 - c. National Oceanic and Atmospheric Administration (NOAA) weather radio, with back-up battery;
 - d. Flashlights with operable batteries and back-up batteries;
 - e. Lanterns;
 - f. Still camera and video camera with operable batteries;
 - g. Bullhorn, with operable batteries and back-up batteries;
 - h. Set of complete floor plans located in an area accessible to local support agencies; and
 - i. Approved safety cut down tools.
3. Emergency equipment shall be inventoried and checked **monthly** to ensure that they are ready for use. Any broken equipment must be repaired immediately, if not possible, the responsible department head must advise the Shift Commander and put a backup plan in place. The Shift Commander shall advise the Superintendent. The inventory and operational check of equipment shall be documented in accordance with the *Inspections-Sanitation, Safety and Security and the Facility Environment Policies and Procedures*. A copy of the report shall be forwarded to the Superintendent.

D. Drills

1. Fire and Evacuation
 - a. The Superintendent shall ensure that fire and emergency evacuation drills of all occupied areas are **conducted monthly on each shift**.
 - b. A fire and evacuation drill shall include the following:
 - 1) all staff and youth vacating buildings in an orderly fashion;
 - 2) designated meeting locations 50 ft. away from buildings and clear of entrances;
 - 3) youth counts; and
 - 4) simulated calls to 911, Emergency Medical Services (EMS) indicating the *facility name and address, type of facility (juvenile corrections), number of youth and staff present, number of buildings on the grounds and the number of buildings impacted by the fire or other emergent situation*.
 - c. The Shift Commander shall document staff and youth response times, significant events of the exercise, and the effectiveness of alerts and communication on the **Fire and Emergency Evacuation Drills Report (Appendix 2)**. All drills will also be documented in the facility and unit log books.

- d. All occupied buildings shall have maps posted indicating primary and secondary routes for egress.
- e. Local agencies shall be invited to participate in drills for fire and evacuation at least **once per year**.

2. Emergency Drills

- a. Each facility will conduct **quarterly** drills of one or more emergency plans. All staff shall participate in emergency drills. A drill shall be completed for *each emergency plan at least once a year*.
- b. At least *two medical emergency drills* shall be performed **annually** in accordance with the *Emergency Response Drills- Somatic and Behavioral Health Policy and Procedures*.

E. Fire and Emergency Evacuation Training

- 1. All residential staff are trained in and knowledgeable about fire and emergency evacuation plans and procedures, which include but are not limited to the following:
 - a. Information provided to 911, (EMS) should include the *facility name and address, type of facility (juvenile corrections), number of youth and staff present, number of buildings on the grounds and the number of buildings impacted by the fire*.
 - b. Instructions for reporting and notification of designated facility staff and appropriate local emergency responder(s) during an emergency or fire.
 - c. Means of immediate release of youth from locked areas and a backup release system.
 - d. Instructions for orderly and prompt evacuation, including primary and secondary routes for each area/building.
 - e. Special instructions for disabled, incapacitated, and high-security youth.
 - f. Use of exit signs and directional arrows that are easily seen and read.
 - g. Evacuation drills of all occupied areas at least monthly on each shift.
- 2. All new staff will practice fire drills as part of the on-the-job training requirement of entry level training.
- 3. Fire and emergency evacuation plans are available to all staff and are located in emergency response manuals in the control center, the Shift Commander's office, and in a secure location in the living unit.
- 4. Fire and evacuation plans are approved by a person trained in the application of appropriate codes (Fire Safety Officers). Plans are reviewed **annually**, updated if necessary, and reissued to the local fire jurisdiction and/or other responding agencies.
- 5. Fire safety inspections shall be conducted in accordance with the *Facility Environment Policy and Procedures*.

F. Collaboration with Community Partners

1. The Superintendent shall send a letter of introduction to local agencies that will support the facility during an emergency. Letters of introduction shall be sent to the following:
 - a. Local 911-EMS;
 - b. Fire department;
 - c. Local sheriff or police department;
 - d. Local emergency management agency; and
 - f. Local utility companies – electricity, gas, water.

2. Letters of introduction will include:
 - a. Description of the type of facility (detention, committed);
 - b. Security level (staff secure, hardware secure);
 - c. Rated Capacity;
 - d. Average number of staff at the facility per shift;
 - e. Superintendent name and number;
 - f. Facility emergency contact number and name or classification of emergency contact;
 - g. Request agency emergency command contact information for the notification sheets;
 - h. Discuss the service that would be needed during an emergency;
 - i. Location of access and egress points; and
 - j. Extend an invitation for annual facility tours, participation in emergency drills and annual reviews of the emergency plans.

G. Generators and Fire Alarm Detection Systems

Generator tests and fire safety system inspections shall be completed in accordance with the *Facility Environment Policy and Procedures*.

H. Emergency Coordination

1. The control center will serve as the primary point of communication during an emergency. The Superintendent or Shift Commander on site will establish a secondary command post as required.
2. All communication with the media, and all media requests for information will be referred to the Public Information Officer.

I. Critical Incident Debriefing

1. The Superintendent will hold a debriefing after an emergency situation with department heads to include security, behavioral health and somatic health supervisors. The debriefing process includes, but is not limited to, a review of:
 - a. the staff and youth actions during the incident;
 - b. the incident's impact on staff and youth;
 - c. corrective actions, as appropriate; and
 - d. plans for improvement to avoid future incidents.
2. Minutes from the debriefing session shall be documented on the **Critical Incident Debriefing Form (Appendix 3)**. The debriefing report detailing

corrective actions shall be provided to the Executive Director of Residential Services, Director of Behavioral Health and the Health Administrator.

3. A two-week follow up debriefing should occur to review the validity and appropriateness of all policies, plans, and information used during the critical incident and immediately after.
4. Behavioral health staff will provide clinical support for youth. The Office of Human Resources shall coordinate resources for staff through the Employee Assistance Program as requested.

IV. RESPONSIBILITY

The Superintendent is responsible for implementation and compliance with this procedure.

V. INTERPRETATION

The Deputy Secretary for Operations shall be responsible for interpreting and granting any exceptions to these procedures.

VII. LOCAL OPERATING PROCEDURES REQUIRED

Yes

VIII. DIRECTIVES/POLICIES REFERENCED

1. Inspections – Sanitation, Safety and Security Policy and Procedures
2. Emergency Response Drills – Somatic and Behavioral Health Policy and Procedures
3. Facility Environment Policy and Procedures

IX. APPENDICES

1. Emergency Response Plans:
 - Plan A- Fire and Emergency Evacuation
 - Plan B- Relocation
 - Plan C- Severe Weather, Flooding, Weather Emergency
 - Plan D- Group Disturbance
 - Plan E- Hostage Situations
 - Plan F- Loss of Power, Water, Communications, or Other Utilities
 - Plan G- Active Shooter
 - Plan H- Hunger Strikes
 - Plan I- Escape and Apprehension
2. Fire and Emergency Evacuation Drills Report
3. Critical Incident Debriefing Form



DJS POLICY AND STANDARD OPERATING PROCEDURES

Statement of Receipt and Acknowledgment of Review

SUBJECT: Emergency Management
NUMBER: RF-743-18
APPLICABLE TO: All Residential Facility Staff
REVISION DATE: February 4, 2019

I have received and reviewed a copy (electronic or paper) of the above titled policy and procedures. I understand the contents of the policy and procedures.

I understand that failure to sign this acknowledgment form within five working days of receipt of the policy shall be grounds for disciplinary action up to and including termination of employment.

I understand that I will be held accountable for implementing this policy even if I fail to sign this acknowledgment form.

SIGNATURE

PRINT FULL NAME

DATE

WORK LOCATION

SEND THE ORIGINAL, SIGNED COPY TO THE DIRECTOR OF THE DJS OFFICE OF HUMAN RESOURCES FOR PLACEMENT IN YOUR PERSONNEL FILE.

EMERGENCY RESPONSE
PLAN A
FIRE AND EMERGENCY EVACUATION

FACILITY:

DATE:

Time	Staff (Enter Position Appropriate, if not already listed)	Task										
	Shift Commander or designee	<input type="checkbox"/> Go to the scene, assess the situation, and determine the type of emergency, i.e., fire, smell of a gas leak. <input type="checkbox"/> Give instructions for evacuation of specific areas or the entire facility, as appropriate. <input type="checkbox"/> Designate staff to assist and direct that central control distributes the emergency keys to the designated staff.										
	Shift Commander or designee	<input type="checkbox"/> Direct central control or a designated staff to call 911. <input type="checkbox"/> Provide the following information to the 911 operator: <ul style="list-style-type: none"> ➤ Facility name and type (juvenile corrections), and address. ➤ Type of emergency, and where located. ➤ Number of buildings at the facility, and number of buildings impacted by the emergency. 										
	Shift Commander or designee	Make notification call to the Superintendent.										
	Shift Commander	Assign specific staff to: <table border="1" data-bbox="589 1129 1497 1314"> <tr> <td data-bbox="589 1129 646 1165"></td> <td data-bbox="646 1129 1497 1165">• Obtain emergency keys, and assist in the evacuation of youth.</td> </tr> <tr> <td data-bbox="589 1165 646 1276"></td> <td data-bbox="646 1165 1497 1276">• Use emergency equipment, as appropriate. If the fire is small and contained, staff should attempt to extinguish with the fire extinguisher.</td> </tr> <tr> <td data-bbox="589 1276 646 1314"></td> <td data-bbox="646 1276 1497 1314">• Direct designated staff to posts.</td> </tr> </table>		• Obtain emergency keys, and assist in the evacuation of youth.		• Use emergency equipment, as appropriate. If the fire is small and contained, staff should attempt to extinguish with the fire extinguisher.		• Direct designated staff to posts.				
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	• Use emergency equipment, as appropriate. If the fire is small and contained, staff should attempt to extinguish with the fire extinguisher.											
	• Direct designated staff to posts.											
	Direct Care Staff	Evacuate youth and visitors <table border="1" data-bbox="589 1350 1497 1682"> <tr> <td data-bbox="589 1350 646 1386"></td> <td data-bbox="646 1350 1497 1386">• Direct youth/visitors to proceed to exits.</td> </tr> <tr> <td data-bbox="589 1386 646 1461"></td> <td data-bbox="646 1386 1497 1461">• Use primary exits unless they are obstructed. Use secondary exits if primary exits are blocked.</td> </tr> <tr> <td data-bbox="589 1461 646 1497"></td> <td data-bbox="646 1461 1497 1497">• Close doors, but do not lock them.</td> </tr> <tr> <td data-bbox="589 1497 646 1533"></td> <td data-bbox="646 1497 1497 1533">• Take the log book.</td> </tr> <tr> <td data-bbox="589 1533 646 1682"></td> <td data-bbox="646 1533 1497 1682">• Once everyone has exited, move youth and visitors to designated area(s) 50 ft. away from the buildings and exits. Make special accommodations for youth who are disabled or incapacitated to include providing wheelchairs for youth.</td> </tr> </table>		• Direct youth/visitors to proceed to exits.		• Use primary exits unless they are obstructed. Use secondary exits if primary exits are blocked.		• Close doors, but do not lock them.		• Take the log book.		• Once everyone has exited, move youth and visitors to designated area(s) 50 ft. away from the buildings and exits. Make special accommodations for youth who are disabled or incapacitated to include providing wheelchairs for youth.
	• Direct youth/visitors to proceed to exits.											
	• Use primary exits unless they are obstructed. Use secondary exits if primary exits are blocked.											
	• Close doors, but do not lock them.											
	• Take the log book.											
	• Once everyone has exited, move youth and visitors to designated area(s) 50 ft. away from the buildings and exits. Make special accommodations for youth who are disabled or incapacitated to include providing wheelchairs for youth.											
	Shift Commander or designee	<input type="checkbox"/> Direct Control Center staff to conduct an official head count of all youth, visitors and staff. Direct care staff should use the log book to confirm the accurate count of both youth and visitors. The control center will use the visitor sign-in log to account for visitors. The control center may also use the population sheets and staff rosters to verify youth and staff counts. The youth face sheet manual will also be used to verify youth identity if needed.										

		<input type="checkbox"/> Determine and arrange for medical care as needed.
	Shift Commander or designee	<input type="checkbox"/> Assign staff to check buildings to ensure complete evacuation, if this can be performed safely. <input type="checkbox"/> Advise emergency personnel (fire, law enforcement) of missing youth, staff or visitors.
	Shift Commander	<input type="checkbox"/> Establish a command post to coordinate and oversee the evacuation activities. Staff assigned to the command post will follow directives given from the Shift Commander or Superintendent.
	Shift Commander or designee	<input type="checkbox"/> When necessary, order evacuation of the control center as a last resort unless the fire originates in the control center. <input type="checkbox"/> Control center staff should take emergency and vehicle keys, the logbook, and the youth face sheet manual. <input type="checkbox"/> The Shift Commander should have knowledge of and the ability to shut off controls for power and water if needed in the situation.
	Shift Commander or designee	Recall staff as needed for assistance. (Recall list shall be readily available)
	Executive Director of Residential Services	Executive Director for Residential Services shall contact the Director of Transportation to set up transportation for relocation, if needed.
After emergency evacuation:		
	Superintendent	After building has been checked and determined safe to re-occupy, give directive to re-enter building. For smoke and fire, flooding, explosions, and/or industrial accidents the Fire Department and the DJS Director of Maintenance must give clearance to re-enter the building.
	Shift Commander	Complete Incident Report.
	Shift Commander or designee	Conduct a critical incident debriefing.
	Superintendent	Conduct a critical incident debriefing.
If the building cannot be re-occupied, the Superintendent will notify the Executive Director for Residential Services. The relocation emergency procedures shall be followed.		
All media inquiries will be directed to the DJS Public Information Officer.		
List of staff names who are designated to assist the Shift Commander:		
1.		4.
2.		5.
3.		6.
CONTACT PERSONS & PHONE NUMBERS		

EMERGENCY RESPONSE

PLAN B

RELOCATION

FACILITY:

DATE:

Time	Staff (Enter Position Appropriate, if not already listed)	Task
	Superintendent	<input type="checkbox"/> After consultation with the Shift Commander or emergency services personnel at the facility, communicate to the assigned Executive Director for Residential Services the need to relocate. <input type="checkbox"/> Respond to the emergency at the facility.
	Executive Director for Residential Services	<input type="checkbox"/> After consultation with the Deputy Secretary for Operations and approval from the DJS Secretary, communicate authorization for the relocation of youth and staff to the facility Superintendent. <input type="checkbox"/> The Deputy Secretary and DJS Secretary shall determine and complete notification to the Superintendent of State Police. <input type="checkbox"/> Contact the Director of Transportation to assist the facility. <input type="checkbox"/> Notify Director of Maintenance.
	Superintendent	<input type="checkbox"/> Notify the Shift Commander of the approval to relocate and where. (All Superintendents shall have a standing letter of agreement with a receiving facility.) <input type="checkbox"/> Contact the Superintendent of the receiving facility to arrange for the reception of youth and staff. <input type="checkbox"/> Secure housing for staff if needed.
	Shift Commander	<input type="checkbox"/> Arrange for transportation. <input type="checkbox"/> Complete a count of youth before departure and after arrival and placement of youth. <input type="checkbox"/> Ensure that a face sheet accompanies each youth. <input type="checkbox"/> Notify all department heads of pending transfer.
	Designated Dept. Heads/Staff or Shift Commander	<input type="checkbox"/> Medical Staff/designee: Pack youth medical records and medication. <input type="checkbox"/> CMSS or designated staff: Pack youth files.
	Maintenance Staff	<input type="checkbox"/> Shut down all systems. <input type="checkbox"/> If flooding occurs sand bag doors when practical.
	Superintendent/Shift Commander	<input type="checkbox"/> When youth have arrived safely at the designated site, the Superintendent or Shift Commander shall ensure that all

		<p>parents are notified of the youth’s relocation and the facility contact information.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Make notification to all direct care staff to inform them of facility re-assignment(s). Notify department heads who will be responsible for contacting all assigned staff and advising them of re-assignments. <input type="checkbox"/> Notify IT of relocation. <input type="checkbox"/> Notify law enforcement within jurisdiction of evacuation/relocation.
	Executive Director for Residential Services	<ul style="list-style-type: none"> <input type="checkbox"/> Notification to the court: The Executive Director for Residential Services shall inform the Executive Director for Community Services of the emergency and request that the courts are notified of the youth’s relocation.
After emergency:		
	Superintendent	In consultation with the Executive Director for Residential Services determine when the facility can be re-occupied and make arrangements for the youths return.
All media inquiries will be directed to the DJS Public Information Officer.		
List of staff names who may be designated to assist the Shift Commander.		
1.		5.
2.		6.
3.		7.
4.		8.
CONTACT PERSONS & PHONE NUMBERS		

EMERGENCY RESPONSE
PLAN C
SEVERE WEATHER, FLOODING

FACILITY:

DATE:

Time	Staff (Enter Position Appropriate, if not already listed)	Task				
	Shift Commander	<input type="checkbox"/> Upon notification of impending severe weather complete the Inclement Weather Emergency Checklist . <input type="checkbox"/> Ensure that all youth are inside, cancel all outdoor recreation. Indoor recreation may be cancelled as well contingent on weather forecasts. <input type="checkbox"/> If strong winds are predicted move staff and youth away from windows. <input type="checkbox"/> Contact maintenance to address any safety issues, i.e. items that may need to be secured outside, preparation for sandbagging. <input type="checkbox"/> Consult with the medical department to determine how medication will be administered. <input type="checkbox"/> Consult with food services to determine if any modified plans are required. <input type="checkbox"/> Plan for current and upcoming staffing needs.				
	Shift Commander	<input type="checkbox"/> Consult with the Superintendent to determine: <ul style="list-style-type: none"> • If facility visitation or any other activity involving outside persons should be cancelled. • If facility evacuation should occur. 				
	Shift Commander	Cease all unnecessary radio, telephone and foot traffic. Ensure that the weather radio is on and is being monitored by central control.				
	Shift Commander or designee	Assign specific staff to: <table border="1" data-bbox="578 1260 1539 1339" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20px; text-align: center;">•</td> <td>Secure emergency lighting</td> </tr> <tr> <td style="width: 20px; text-align: center;">•</td> <td>Secure food, water, medical supplies as appropriate.</td> </tr> </table>	•	Secure emergency lighting	•	Secure food, water, medical supplies as appropriate.
•	Secure emergency lighting					
•	Secure food, water, medical supplies as appropriate.					
	Shift Commander or Designee	Make special accommodations for youth who are disabled or incapacitated to include providing wheelchairs for youth.				
For Tornado:						
	Shift Commander or Designee	<input type="checkbox"/> Complete a facility count and wellness check for all youth, staff and visitors. Request medical services as appropriate.				
	Shift Commander and Direct Care Staff	<input type="checkbox"/> Move youth, visitors, and staff to a safe area away from windows and doors. If possible, Issue pillows to staff and visitors and instruct them to huddle and place pillows over their heads if the tornado makes contact with the facility.				
	Direct Care Staff	<input type="checkbox"/> Youth should be secured in their rooms. Monitoring by staff should occur, with exception of the time of impact by the tornado.				
	Direct Care Staff	<input type="checkbox"/> Instruct youth to huddle on floor of their room with pillows placed over their head. Stay away from windows or any areas with flying debris.				

	Maintenance Supervisor	<input type="checkbox"/> Assess damage to the physical plant and report to: <ul style="list-style-type: none"> • Superintendent/Executive Director for Residential Services • Director of Maintenance
	Shift Commander or Designee	<input type="checkbox"/> If evacuation is directed by the Superintendent, follow the Emergency Response - Plan A, Fire and Emergency Evacuation Plan.
	Direct Care and Transportation Staff	<input type="checkbox"/> If in transit, change course and go to nearest facility. Ditches, culverts and ravines shall be used as a last resort.
After Emergency:		
	Shift Commander or Designee	<input type="checkbox"/> Obtain medical care as needed. <input type="checkbox"/> Debrief with staff. <input type="checkbox"/> Complete an Incident Report by the end of the shift - include photos or video of any damage, if possible.
	Superintendent or Designee	<input type="checkbox"/> Conduct a critical incident debriefing.
All media inquiries will be directed to the DJS Public Information Officer.		
List of staff names who are designated to assist the Shift Commander:		
1.		5.
2.		6.
3.		7.
4.		8.
CONTACT PERSONS & PHONE NUMBERS		

EMERGENCY RESPONSE
PLAN D
GROUP DISTURBANCE

FACILITY:

DATE:

Time	Staff (Enter Position Appropriate, if not already listed)	Task
	Direct Care and Any Staff	<input type="checkbox"/> When the potential for or a group disturbance is recognized immediately call for assistance and report that there is a group disturbance. Give the following information: <ul style="list-style-type: none"> • Location • Number of youth involved • Weapons • Injuries <input type="checkbox"/> Immediately direct all youth who are not involved to a location away from the disturbance. Secure youth who are not involved in their rooms. <input type="checkbox"/> The most aggressive youth should be restrained first. Restrained youth will be placed in handcuffs and leg irons as needed, to control the youth. <input type="checkbox"/> The Shift Commander, Assistant Shift Commander and all available staff shall respond to the call for assistance. The Shift Commander/designee or most senior staff shall provide direction and guidance to the staff who respond.
	Shift Commander	<input type="checkbox"/> Assess the situation to determine the most aggressive youth, and the need for immediate intervention due to threat to safety and security. <input type="checkbox"/> Determine if there is an urgent need for medical care and address that need first. <input type="checkbox"/> Direct staff to restrain specific youth and place them in mechanical restraints, and remove youth from the scene by placing them in their rooms or designated locations. <input type="checkbox"/> To provide for additional staff assistance, direct staff in all units to secure all youth in their rooms (facility-wide lockdown) and all available staff to report to the location. The facility-wide lock down will remain in place until the disturbance is resolved and full order has been restored to the facility. <input type="checkbox"/> If additional staff are needed, designate a staff to utilize the facility staff re-call roster. If needed, also contact the closest facility for staff assistance.

	Shift Commander (Determine if law enforcement is needed)	<input type="checkbox"/> The Shift Commander shall assess and determine if assistance is required from law enforcement. The following shall be considered in making this decision: <ul style="list-style-type: none"> • Are youth in possession of the keys, and/or radios? • Do youth have weapons? • Are youth attempting to escape? • Is there significant injury to youth, staff or visitors? • Are staff being assaulted and/or have suffered serious injury? • Are the youth overpowering the staff? • Are there any hostages? <p>If law enforcement is needed, the Shift Commander shall direct control center staff to call 911 to request assistance to resolve a group disturbance; give the number of youth involved.</p> <p>The Shift Commander shall immediately notify the Superintendent of the group disturbance. The Superintendent shall immediately notify the Executive Director for Residential Services.</p> <p>When law enforcement arrives, the Shift Commander shall defer control of the situation to the lead law enforcement officer and provide full support.</p>
	Shift Commander or designee	Direct staff to cease all unnecessary radio, telephone and foot traffic.
	Shift Commander or designee	Make special accommodations for youth who are disabled or incapacitated to include providing wheelchairs for youth.
	Shift Commander or designee	
After emergency:		
	Shift Commander or designee	After the disturbance is controlled and order is restored, the Shift Commander shall request that medical staff respond to the unit to assess youth and staff for injuries.
	Shift Commander or designee	If law enforcement is required to achieve order the Superintendent must determine if and when the facility will return to normal operations. Otherwise, the Shift Commander in consultation with the Superintendent will determine when the facility shall resume normal operations.
	Shift Commander or designee	Communicate with involved youth and attempt to determine cause of the disturbance.
	Shift Commander	Debrief with staff to determine details of the incident and provide support. Determine staff requiring medical care and arrange for medical care and transportation as needed.
	Shift Commander or designee	<p>Complete an Incident Report by the end of the shift - include photos or video of any damage, if possible.</p> <ul style="list-style-type: none"> • Photograph/videotape damaged areas. • All staff that witnessed or participated must write statements. • Witness statements must be taken as soon as possible.
	Superintendent	Conduct a critical incident debriefing
All media inquiries will be directed to the DJS Public Information Officer.		

List of staff names who are designated to assist the Shift Commander.	
1.	3.
2.	4.
CONTACT PERSONS & PHONE NUMBERS	

Emergency Response - Plan D (Group Disturbance)

8/15/18

EMERGENCY RESPONSE

PLAN E

HOSTAGE SITUATIONS

FACILITY:

DATE:

Time	Staff (Enter Position Appropriate, if not already listed)	Task
	Any Staff	Alert Shift Commander immediately, give all details and facts known.
	Shift Commander	Cease all unnecessary radio, telephone and foot traffic.
	Shift Commander or designee	<input type="checkbox"/> Identify the hostages and the hostage taker(s). Help everyone remain calm. Attempt to communicate with the hostage taker(s) to resolve the situation. <input type="checkbox"/> Assess the situation: <ul style="list-style-type: none"> • Number of youth and staff involved. • Are weapons present? • Is anyone injured; what type of injuries observed, are injuries life threatening? <input type="checkbox"/> Instruct Central Control to: <ul style="list-style-type: none"> • Call 911 for assistance. • Call State Police for assistance. <input type="checkbox"/> If possible, remove all youth not involved. <input type="checkbox"/> Lockdown all units. <input type="checkbox"/> Conduct a head count. <input type="checkbox"/> Notify the Superintendent. <input type="checkbox"/> Notify and place on standby, pending law enforcement arrival, Behavioral Health staff and any staff who may help to reason with the hostage taker(s).
	Shift Commander	Once law enforcement arrive they will assume control of the situation. Cooperate as requested and offer the assistance of Behavioral Health staff and other staff who have a rapport with youth .
	Shift Commander or designee	Notify medical staff to respond to the area or to be on standby to administrator first aid, if feasible.
	Shift Commander	All youth should remain on lockdown and no staff shall be relieved until the situation is under control.
After emergency:		
	Shift Commander	Complete an Incident Report by the end of the shift - include photos or video of any damage, if possible.
		<ul style="list-style-type: none"> • Protect crime scene areas and any physical evidence.

		•	Photograph/videotape damaged areas.
		•	Witness and hostage statements must be taken as soon as possible.
		•	All staff who witnessed or participated must write statements.
		•	Conduct a critical incident debriefing with involved staff.
	Superintendent		Conduct a critical incident debriefing with department heads.
All media inquiries will be directed to the DJS Public Information Officer.			
List of staff names designated to assist the Shift Commander:			
1.		4.	
2.		5.	
3.		6.	
Contact Person & Phone Numbers			

EMERGENCY RESPONSE

PLAN F

LOSS OF POWER, WATER, COMMUNICATIONS, or OTHER UTILITIES

FACILITY:

DATE:

Time	Staff (Enter Position Appropriate, if not already listed)	Task
LOSS OF POWER		
	Shift Commander	<input type="checkbox"/> When the power goes out complete a check to ensure that the generator is operating properly and providing power for all essential services to include lights on living units, in offices, hallways, and computer support. <input type="checkbox"/> Call each living unit to determine the status. <input type="checkbox"/> If youth are located outside the unit instruct staff to return them to the unit. <input type="checkbox"/> Call the power company to report the outage. <input type="checkbox"/> Announce the power outage to all staff and youth. <input type="checkbox"/> Place the facility on lock down. <input type="checkbox"/> Complete an emergency population count. <input type="checkbox"/> Contact medical staff to discuss the power outage and any special needs in the medical unit. <input type="checkbox"/> Notify food service, determine impact on food operations. <input type="checkbox"/> Increase perimeter security.
	Direct Care Staff	<input type="checkbox"/> Utilize the unit lantern and flashlight and ensure that they are operating properly. If they are not report this to the Shift Commander immediately for equipment replacement. <input type="checkbox"/> Complete a count of all youth and ensure awareness of their location at all times. Follow the Shift Commander's guidance for completing a facility lock down. When youth are lock down observations and documentation must be completed every 15 minutes.
	Shift Commander	<input type="checkbox"/> Make notifications and advise of the power company's estimate for restoration of power. <input type="checkbox"/> Notify: <ul style="list-style-type: none"> ➤ Superintendent, Administrator-on-Call, Assistant Superintendent. If unable to reach the Superintendent inform the assigned Executive Director for Residential Services. ➤ Director of Maintenance, Maintenance Supervisor at the facility. ➤ Medical staff on duty.

		<ul style="list-style-type: none"> ➤ Provide frequent updates to staff and youth. <input type="checkbox"/> Make arrangements for youth meals. <input type="checkbox"/> Determine if additional staff need to be called in. <input type="checkbox"/> When power is restored complete notifications to the Superintendent and the Executive Director for Residential Services, if required. <input type="checkbox"/> Complete an incident report. <input type="checkbox"/> Complete an incident debriefing with staff.
	Superintendent	Complete a critical incident debriefing.
LOSS OF HEAT		
	Direct Care Staff	<ul style="list-style-type: none"> <input type="checkbox"/> Immediately notify the Shift Commander. <input type="checkbox"/> Dress youth warmly if weather is cold. Extra blankets should be distributed to youth if needed.
	Shift Commander	<ul style="list-style-type: none"> <input type="checkbox"/> Determine the extent of the heat failure; partial or entire facility; identify specific locations. <input type="checkbox"/> Notify the Maintenance Supervisor and the Superintendent. <input type="checkbox"/> If the problem cannot be resolved timely, consult with the Superintendent to determine if evacuation is necessary.
LOSS OF WATER		
	Shift Commander or designee	<ul style="list-style-type: none"> <input type="checkbox"/> Determine the extent of the problem; identify all areas affected. <input type="checkbox"/> Notify the maintenance supervisor. <input type="checkbox"/> Water usage must be restricted to essential functions. <input type="checkbox"/> Advise food service and obtain drinking water for staff and youth. <input type="checkbox"/> Food Service staff will use disposable items for serving food. <input type="checkbox"/> Water will be provided to units for flushing toilets.
	Shift Commander Superintendent	<ul style="list-style-type: none"> <input type="checkbox"/> Inform Superintendent of the loss of water and the estimated time for restoration of water. <input type="checkbox"/> When it is determined that the water outage will be extended consult with the Superintendent to implement more long term interventions. <input type="checkbox"/> As appropriate, obtain additional drinking water, and water for flushing toilets, sanitary wipes for cleaning hands, port-a-potty for staff. <input type="checkbox"/> As approved by Headquarters and in keeping with the facility's plan and capabilities procure a water tanker (water buffalo) to provide water to the facility for showering and toileting purposes. <input type="checkbox"/> If required purchase and install portable wash stations on living units and in the dining hall. <input type="checkbox"/> Notify the Health Department. <input type="checkbox"/> Notify the Superintendent and the Executive Director for Residential Services for approval of moving youth to an alternate location, if needed. <p><i>Refer to Plan A for emergency evacuation.</i></p>

LOSS OF COMMUNICATION		
	Any Staff	Immediately inform the Shift Commander of the loss of telephone service, two-way radio communication and/or the loss of computer and internet connection.
	Shift Commander	<input type="checkbox"/> The Shift Commander shall immediately replace any two-way radio that is not working properly. <input type="checkbox"/> A work order shall be submitted for all loss of phone and computer connectivity. <input type="checkbox"/> If the entire facility has lost computer connectivity and/or phone service, the failure shall be reported by phone to the IT department and the assigned Executive Director for Residential Services. <input type="checkbox"/> The RED phone or cell phone shall be used as a means of communication. <input type="checkbox"/> Utilize high band radios; cell phones <input type="checkbox"/> Designate a staff to transport reports and written communication to headquarters or another designated location.
GAS LEAK		
	Any Staff	Immediately inform the Shift Commander.
	Shift Commander	<input type="checkbox"/> Investigate and if gas leak is suspected instruct Control Center staff to report the leak to the power company. <input type="checkbox"/> Instruct staff to: <ul style="list-style-type: none"> • Refrain from turning light switches on or off. • Refrain from radio communications in the suspected area. • Refrain from plugging in any electrical device or use of anything that could cause an electrical spark. <input type="checkbox"/> Notify food service and medical. <input type="checkbox"/> With the assistance of staff, youth should be moved to a safe location that provides fresh air. <input type="checkbox"/> Obtain medical care as needed. <input type="checkbox"/> Conduct an emergency population count.
	Shift Commander or designee	<input type="checkbox"/> Notify: <ul style="list-style-type: none"> ➤ Superintendent, Administrator-on-Call, Assistant Superintendent. If unable to reach the Superintendent inform the assigned Executive Director for Residential Services. ➤ Director of Maintenance, Maintenance Supervisor at the facility.
	Shift Commander or Designee	If the problem cannot be resolved timely, consult with the Superintendent to determine if evacuation is necessary and for approval of moving youth to an alternate location. Refer to Plan A for emergency evacuation.
	Shift Commander	Complete an incident debriefing with staff. Complete an incident report.
	Superintendent	Conduct a critical incident debriefing

All media requests shall be referred to the DJS Public Information Officer.

List of staff names designated to assist the Shift Commander:

1.

4.

2.

5.

3.

6.

Contact Persons & Phone Numbers

EMERGENCY RESPONSE PLAN G ACTIVE SHOOTER

FACILITY:

DATE:

Time	Staff (Enter Position Appropriate, if not already listed)	Task
	Any Staff	<p>Immediately notify the Shift Commander of any suspected shooting. Provide as much information as possible.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Location of shooter(s) or direction from which shots appear to come from. <input type="checkbox"/> Number of shooters involved. <input type="checkbox"/> Description of the shooter(s): height, weight, color of clothing
	Shift Commander	<ul style="list-style-type: none"> <input type="checkbox"/> Direct the Control Center staff to call 911 immediately.
	Shift Commander All Staff	<p>Guidance for all staff: If you are in the vicinity of an active shooter(s) and there is an accessible escape path, evacuate to a safe and secure area. Be sure to:</p> <ul style="list-style-type: none"> • Have an escape route and plan in mind. • Leave your belongings behind. • Help others escape, if possible. • Prevent individuals from entering the area where the active shooter(s) may be. • Keep your hands visible. • Follow instructions of any police officers. • Report the situation to Control Center or when you are safe. • As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter(s) by: • Acting as aggressively as possibly against the shooter(s) and commit to your actions. • Throwing items and improvising weapons. • Yell to provide others your location. • If the shooter(s) is disabled as a threat, make immediate notifications to 911 and senior staff.
	Shift Commander All Staff	<p>If you are not in the vicinity of an active shooter(s), secure youth in the location and stay in your location; shelter in place. Your hiding location should not trap you or restrict your options for movement. Be sure to:</p> <ul style="list-style-type: none"> • Ensure doors are secure, blockade the doors with heavy furniture. • Stay away from windows. • Turn down the volume on your radio and silence your cell phones, however, maintain the ability to be contacted. • Instruct everyone in that location to remain quiet.
	Shift Commander	<p>Remain in your area until law enforcement arrives and provides instructions for movement. Follow all directives provided by law enforcement.</p>

	Shift Commander	Complete an emergency count of all staff and youth. Notify the Superintendent as soon as possible.
	Shift Commander or designee	Check all buildings in the secure perimeter for youth, visitors, and staff to ensure everyone has been accounted for <i>when authorized by law enforcement</i> .
	Any Staff	Make special accommodations for youth who are disabled or incapacitated to include providing wheelchairs for youth.
	Shift Commander/Law Enforcement	When law enforcement arrives they are in charge; fully cooperate and assist as requested.
When safety and security is restored:		
	Shift Commander	Account for all youth, staff and visitors.
	Shift Commander or designee	After consultation with the Superintendent, contact all parents, guardians, legal guardians and provide information on the well-being of their son or daughter.
	Shift Commander	<input type="checkbox"/> Complete incident debriefing. <input type="checkbox"/> Complete an incident report.
	Superintendent	Conduct a critical incident debriefing.
All media requests shall be referred to the DJS Public Information Officer.		
List of staff names who may be designated to assist the Shift Commander:		
1.		4.
2.		5.
3.		6.
Contact Person & Phone Number		

EMERGENCY RESPONSE
PLAN H
HUNGER STRIKES

FACILITY:

DATE:

Time	Staff (Enter Position Appropriate, if not already listed)	Task
	Direct Care Staff/Shift Commander	<input type="checkbox"/> Document all meal refusals in the log book. <input type="checkbox"/> Investigate any report of youth refusing to eat and try to determine the reason; is the youth being bullied, is bartering of food occurring, etc. <input type="checkbox"/> Reassign the youth's seat in the dining hall. <input type="checkbox"/> If a youth has refused to eat three consecutive meals the behavior shall be reported to the Shift Commander, who shall notify medical and Behavioral Health staff. Direct care staff shall complete an incident report.
	Qualified Behavioral Health Professional (QBHP)	The qualified behavioral health professional (QBHP) shall evaluate the youth within 30 minutes of notification if on grounds. If off grounds, the QBHP shall respond by phone within one hour, and complete a face to face assessment as soon as possible and within 24 hours.
	Medical Staff	<input type="checkbox"/> The health care professional shall assess the youth and provide guidance and directives to the Shift Commander, food service and direct care staff. Direct care staff shall provide information, if known, of the youth's intent to begin/continue a hunger strike, the date and time it began, and the exact nature of the food products and liquids refused or consumed. Verification shall include observation and documentation from residential staff of all food the youth consumes to include daily snacks and reinforcer food items. <input type="checkbox"/> Medical staff shall maintain weight logs and information on youth for medical intervention purposes.
	Superintendent	Complete a case consultation with medical, Behavioral Health, the Facility Case Manager and the Assistant Superintendent(s) <i>to develop an intervention plan.</i>
	Superintendent	Complete a critical incident debriefing after the situation is resolved.

All media inquiries will be directed to the DJS Public Information Officer.

List of staff names designated to assist the Shift Commander:

1.	4.
2.	5.
3.	6.

Contact Person & Phone Number

EMERGENCY RESPONSE
PLAN I
ESCAPE AND APPREHENSION

FACILITY:

DATE:

Time	Staff (Enter Position Appropriate, if not already listed)	Task
	All Residential Staff	Staff should immediately notify the Shift Commander by radio and report any youth attempting to escape or has escaped, the number of youth involved and location. All available staff shall report to the location for assistance unless otherwise directed.
	All Residential Staff	Staff shall attempt to apprehend the youth using physical restraint, if apprehension does not present a substantial risk of injury to any person, and if it does not leave any other youth unsupervised.
	Shift Commander	<input type="checkbox"/> Notify the Maryland State Police and the local law enforcement agency. <input type="checkbox"/> Notify the Superintendent; the Superintendent will notify the Executive Director for Residential Services, who will notify the Deputy Secretary of Operations, who shall inform the Secretary. <input type="checkbox"/> Activate City Watch, only when youth escape from the facility grounds. If the youth is apprehended, City Watch shall be cancelled.
	All Residential Staff	<input type="checkbox"/> If youth are outside, supervising staff shall immediately escort all youth to their assigned living units and secure them in their rooms, if available. <input type="checkbox"/> If youth are located in a building other than the living unit, e.g. school, gym, dining hall, they shall remain in place until instructed to relocate by the Shift Commander.
	Residential Staff	If the attempted escape occurs at a hardware secure facility, staff shall be deployed outside the secure fence to assist in the apprehension.
	Shift Commander	An official count shall be conducted to confirm the number of youth involved.
	All Residential Staff	A search of the building and grounds shall be completed, if the direction of the youth is unknown. Attention shall be given to determine if youth have tampered with any doors and windows.
	Shift Commander	<input type="checkbox"/> Establish a command post to coordinate and oversee all search related activities. <input type="checkbox"/> Staff assigned to the command post shall assist with the distribution of escape kits, and copies of the youth(s) face sheet with picture. <input type="checkbox"/> Command post staff may be assigned to respond to incoming calls, document times and activities, etc.
	Shift Commander	<input type="checkbox"/> Dispatch teams of staff to search for the youth. <input type="checkbox"/> Staff shall be assigned to mobile and foot patrol posts. <input type="checkbox"/> Each staff shall be equipped with a radio and escape kit.
	All Residential Staff	<input type="checkbox"/> Staff will proceed quickly to the posts as instructed and radio to confirm arrival.

		<input type="checkbox"/> Staff shall limit all radio communications to pertinent information. <input type="checkbox"/> Staff shall report any sightings of the missing youth by radio, and attempt to apprehend.
	All Residential Staff	Staff must always carry department identification, which should be displayed and presented when encountering citizens. Staff shall be courteous to all citizens and explain that they are in the community looking for a youth who has escaped. Staff shall refer all questions to the facility. Staff shall respect private property and, whenever possible, obtain permission before searching the area.
	All Residential Staff	Staff involved in the search shall pursue youth while they are in sight and/or their general location is known. When a youth is no longer in sight and the general location is not known, staff shall stop the pursuit, make note of the perimeter of the area in which youth was last seen and wait for the local or State Police.
	All Residential Staff	Search teams will remain on post until relieved or instructed to return to the facility.
	Superintendent and Executive Director for Residential Services	If the youth is apprehended, the Superintendent and the assigned Executive Director for Residential Services shall determine if the youth needs a higher level of security placement. This decision shall be made immediately and the youth shall be immediately transported to a more secure location as determined.
	Shift Commander	Within four hours, notify any victim who has completed a Crime Victim Notification Request and Demand for Rights Form of the escape.
After emergency evacuation:		
	Superintendent	Conduct a critical incident debriefing.
All media inquiries will be directed to the DJS Public Information Officer.		
List of staff names designated to assist the Shift Commander:		
1.		4.
2.		5.
3.		6.
Contact Person and Phone Number		

(INSERT FACILITY NAME)

Fire and Emergency Evacuation Drills Report

1ST SHIFT 2ND SHIFT 3RD SHIFT

Date: _____ Start Time: _____ End Time: _____

Unit Log Book Page #: _____ Control Center Log Book Page #: _____ Weather Conditions: _____

Time Called to Control Center: _____ Time Control Center Cleared: _____

Unit/Area	Total Evacuation Time	# of Youth Evacuated	# of Staff Evacuated	# of Visitors Evacuated	Number of Incapacitated, disabled, or ISU Youth	Simulated Fire Dept. Call	Primary or Secondary Route
	Total						

Significant Events: _____

Effectiveness of Alerts and Communication: _____

Corrective Action Taken: _____

Shift Commander Name (PRINT): _____

Signature: _____

Administrative Review: _____
Superintendent/Designee

Date: _____

Comments: _____

CRITICAL INCIDENT DEBRIEFING FORM

Facility: _____

THE FOLLOWING INCIDENTS REQUIRE THE COMPLETION OF A DEBRIEFING MEETING.

- | | |
|---|--|
| <ul style="list-style-type: none"> ▪ Assault – Youth on Staff Level 3 ▪ Assault – Youth on Youth Level 3 ▪ Death of staff, visitors, volunteers, or youth at a DJS facility. ▪ Escape ▪ Fight with a Level 3 injury ▪ Fire ▪ Group Disturbance ▪ Hostage Taking ▪ Loss of Class “A” tool | <ul style="list-style-type: none"> ▪ Loss of utilities for an extended period that disrupts the facility operation. ▪ Security Contraband – Level 3 ▪ Staff Injury or Illness (on the job) – Level 3 ▪ State Vehicle Accident ▪ Suicide Attempt ▪ Youth Injury or Illness – Level 3 ▪ Other: Incident severe in nature that may present a risk to public safety and/or may attract media attention. |
|---|--|

MEETING INFORMATION

Incident Report #: _____	Date of Incident: _____
Meeting Date: _____	Meeting Chair: _____
Superintendent/Designee	

Incident Description:

Administrative Representative(s): _____

Security Representative(s): _____

Somatic Health Services Representative(s): _____

DEBRIEFING INFORMATION

SECTION I – Staff and Youth Actions During the Incident

SECTION II – Incident’s Impact on Staff and Youth

SECTION III – Corrective Action Taken and Still Needed

SECTION IV – Improvement Plans to Avoid Another Incident

FOLLOW-UP REQUIRED

Superintendent/Designee Signature: _____ Date: _____