

**Continuity of Operations & Disaster Plan
United Way for Greater Austin
2-1-1 Texas**

**2000 E. MLK Jr. Blvd.
Austin, Texas 78702-1340**

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Introduction

Executive Summary	This document is the 2-1-1 Texas United Way Navigation Center (aka, South Central Area Information Center) plan for maintaining essential functions and services during disasters and public health emergencies.
Scope	The South Central Area Information Center (AIC) of 2-1-1 Texas serves ten counties (Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, Travis and Williamson) as the primary source of information regarding human service resources. During disasters, the call center may provide disaster-specific information and referral to anyone in Texas.
Audience	All 2-1-1 Texas United Way Navigation Center staff, UW Austin senior leadership, and Volunteer Management staff.
Mission	<p>The primary mission "Mission, primary in disaster" of 2-1-1 Texas during times of disaster is to maximize access to critical resources. This is accomplished by adapting and expanding operations to meet the circumstances of specific disasters.</p> <p>During an emergency response, 2-1-1 UW Austin Management and Disaster Response Team members will work with staff to secure their physical safety and well-being. All staff will be trained to operate under emergency/disaster response conditions.</p> <p>For purposes of this plan, a disaster is any occurrence, whether resultant from natural or man-made hazards, that interferes with or extends the performance of critical or necessary functions for an extended period of time.</p>
Outcomes	It is expected that all UW Austin 2-1-1 Texas United Way staff understand the emergency response model outlined in this document, as well as his or her role and responsibilities during a disaster or other emergency.
2-1-1 Texas: A Brief History	The Federal Communications Commission (FCC) designated the number 2-1-1 in 2001. In 2002, the Texas Health and Human Services Commission established the 2-1-1 telephone network statewide. The 2-1-1 Texas call center in Austin was the first in Texas, and in October 2002, became the twenty-first Information and Referral Center in the U.S. accredited by the Alliance of Information and Referral Systems (AIRS).

Introduction, continued

<p>2-1-1 Texas and Disaster Response</p>	<p>After Hurricanes Katrina and Rita, 2-1-1 Texas was designated as the state's disaster information line by the Governor's Division of Emergency Management (GDEM). During disasters, people can call 2-1-1 for information such as hurricane evacuation routes, road closures, weather updates, shelter hub information, and other disaster-related information.</p> <p>In spring of 2006, GDEM also created the formerly known Transportation Assistance Registry (TAR), now the State of Texas Emergency Assistance Registry (STEAR) and assigned 2-1-1 Texas to be the data collector for this project. Once callers register, their information is sent to local emergency management officials, who then contact the registrants to formulate an evacuation plan.</p> <p>2-1-1 is the intake point only for this initiative and cannot control what local emergency management officials will do or when they will contact STEAR registrants. At H-72 hours before a hurricane, 2-1-1 Texas will stop registering callers and will start referring callers to 9-1-1 if they need evacuation assistance and have not heard from officials.</p>
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Levels of Disastrous Events

Overview	<p>This manual will help staff to prepare for, respond to, and recover from an emergency or disaster. Disaster planning is essential to prevent loss of life and injury, and to be able to continue providing important client services.</p> <p>Fulfillment of emergency plan priorities begins with each staff member preparing their home, family, and self for an emergency <i>before</i> a disaster strikes. 2-1-1 Texas may be impacted by disasters of varying magnitudes. Emergency activation should be appropriate to the level of the disaster.</p>						
Three Levels	<p>Disaster levels are defined as follows – decisions on level determination are made by the Texas Information and Referral Network (TIRN):</p> <table border="1" data-bbox="386 726 1338 1814"> <tr> <td data-bbox="386 726 1338 789">Level 1 Event (Minimal Impact)</td> </tr> <tr> <td data-bbox="386 789 1338 995"> <ul style="list-style-type: none"> ● Has little impact on operations beyond increasing the call center’s hours. ● Less than 10% of all incoming calls will be related to the event, and the other 90% of calls will be for general information and referral. ● Two to five dedicated resources required for disaster queue. ● Operation can be maintained for an extended period of time. </td> </tr> <tr> <td data-bbox="386 995 1338 1058">Level 2 Event (Moderate Impact)</td> </tr> <tr> <td data-bbox="386 1058 1338 1352"> <ul style="list-style-type: none"> ● Up to 50% of incoming calls will be related to the event, and the remaining 50% of calls will be for general information and referral. ● 2-1-1 Texas will bring on temporary staff and mobilize volunteers to serve as front-line staff for disaster queue. ● Five to fifteen dedicated resources on disaster queue. ● Hours of operation may be extended from 7 a.m. to 11 p.m., including weekends based on TIRN direction for expansion. ● Operation may be sustained from three days to two weeks. </td> </tr> <tr> <td data-bbox="386 1352 1338 1415">Level 3 Event (Major Impact)</td> </tr> <tr> <td data-bbox="386 1415 1338 1814"> <ul style="list-style-type: none"> ● Will severely affect operations. The event may be a large, federally-declared disaster (such as Hurricane Ike & Harvey) or a major civil disturbance. ● Potentially 90% of incoming calls will be related to the event, with the other 10% of calls being for general information and referral. ● 2-1-1 Texas will bring on temporary staff and/or volunteers. Regular 2-1-1 Texas and UW AUSTIN staff will serve primarily as operational support. ● Ten to thirty dedicated resources on disaster queue. ● 24/7 operations. ● Operation may be sustained from three to no more than seven days. ● Possible deployment of State Disaster Response Kit with 32 additional IP phones. </td> </tr> </table>	Level 1 Event (Minimal Impact)	<ul style="list-style-type: none"> ● Has little impact on operations beyond increasing the call center’s hours. ● Less than 10% of all incoming calls will be related to the event, and the other 90% of calls will be for general information and referral. ● Two to five dedicated resources required for disaster queue. ● Operation can be maintained for an extended period of time. 	Level 2 Event (Moderate Impact)	<ul style="list-style-type: none"> ● Up to 50% of incoming calls will be related to the event, and the remaining 50% of calls will be for general information and referral. ● 2-1-1 Texas will bring on temporary staff and mobilize volunteers to serve as front-line staff for disaster queue. ● Five to fifteen dedicated resources on disaster queue. ● Hours of operation may be extended from 7 a.m. to 11 p.m., including weekends based on TIRN direction for expansion. ● Operation may be sustained from three days to two weeks. 	Level 3 Event (Major Impact)	<ul style="list-style-type: none"> ● Will severely affect operations. The event may be a large, federally-declared disaster (such as Hurricane Ike & Harvey) or a major civil disturbance. ● Potentially 90% of incoming calls will be related to the event, with the other 10% of calls being for general information and referral. ● 2-1-1 Texas will bring on temporary staff and/or volunteers. Regular 2-1-1 Texas and UW AUSTIN staff will serve primarily as operational support. ● Ten to thirty dedicated resources on disaster queue. ● 24/7 operations. ● Operation may be sustained from three to no more than seven days. ● Possible deployment of State Disaster Response Kit with 32 additional IP phones.
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Levels of Disastrous Events, continued

Displacement Event	A Displacement Event means that the call center itself has been physically damaged or destroyed. The 2-1-1 Texas staff members will have to perform operations at another location or remotely. They will work closely with UW AUSTIN staff and HHSC to navigate this process.
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Statewide Routing	In the event an AIC cannot answer calls, calls will be routed to another AIC.
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Disaster Life Cycle

PHASES OF DISASTER					
	WARNING	RESPONSE	RELIEF	RECOVERY	MITIGATION
TIME FRAME AND MAIN CONCERNS	The period from a few days to a few minutes before a disaster occurs. The focus is on steps to limit the impact of the disaster on people and animals.	The acute period during and immediately after the event. The focus is on saving lives and (if possible) property.	The period of a few days to a few weeks after the disaster. The focus is on provision of basic life needs to victims and resumption of essential functions.	The months and years during which the community heals the physical, emotional, and financial wounds left by the disaster.	The period following one disaster and before the next. The focus is on actions that will lessen the impact of future disasters.
2-1-1 TEXAS' ORGANIZATION STRUCTURE	Before and during a disaster's onset, 2-1-1 Texas will use this manual to rapidly mobilize and continue services at a high-quality and -quantity level.		Once the State of Texas determines that the acute phase is over, 2-1-1 Texas will revert to normal operations. Staff may be responsible for new or expanded tasks and for directing more resources than usual.		
2-1-1 TEXAS' RESPONSIBILITIES	Work with the city, county, and regional governments to distribute accurate and helpful information to the community. Staff should prepare their homes and families as necessary.	Gather the volunteers and physical resources necessary to answer disaster calls; train volunteers; gather and distribute disaster-related information after it is verified. Ensure the safety of staff and the organization's ability to operate.	Transition from taking disaster and I&R calls to just I&R calls (e.g. normal 2-1-1 Texas operations); I&R calls include verified disaster-related information.	Continue normal operations, which include giving verified disaster-related information. Provide I&R services that can help to effect full recovery.	Provide staff with information to help them and their families be prepared for future disasters. Enhance the safety and readiness of the 2-1-1 Texas facility.
GOVERNMENT (STATE AND LOCAL)	Evaluate threat and provide accurate information; evacuate if appropriate; dispel rumors.	Law enforcement, fire department, and other first responders seek to limit loss of life and property damage.	Provide mass care and shelter to victims, provide medical care, and help reunite families.	Provide leadership, funds, and programs to assist with full recovery.	Provide leadership, funds, and programs to motivate and assist with preparedness.

Disaster Response Team

Overview	The disaster response team coordinates first response during an emergency.
Area Information Center (AIC) Director	<ul style="list-style-type: none"> ● Oversees operations of 2-1-1 Texas. Serves as head of the office and is the person who has the final say in all major decisions along with UW Austin management. ● Coordinates with 2-1-1 and UW Austin management to ensure HR functions (i.e., staffing, mediation) continue during an event. ● Activates the disaster plan; makes decisions regarding emergency relocation for call center; coordinates all recovery activities; consults with and supervises all members of the disaster team; establishes and coordinates internal communications; communicates with TIRN and the state as needed. <p><i>Amy Price, Vice President Navigation Center, David Smith, UW Austin CEO</i></p>
Community Information (CI) Management	<ul style="list-style-type: none"> ● Oversees and manages all information coming into and being distributed by 2-1-1 via iCarol in accordance with the Texas Information and Referral Network (TIRN) Disaster/Event Response Protocols ● Provides management and oversight for all activities in the following functional areas: database, outreach, and special projects. ● Communicates with TIRN and the state as needed. ● Sends out Disaster Event Notifications and updates Resources Notification Information and LIS as required and needed. ● Supports affected AICs with disaster resource information coordination. ● Distributes taxonomy search term lists, quick-reference guides, evacuation maps, and other “cheat sheets” as needed to help 2-1-1 Specialists better serve callers. <p><i>Jessica Venson, Director of Community Information; Shannon Cronin; Sarah Evans, Community Information Coordinator, back-up; secondary back-up</i></p>

Disaster Response Team, continued

Navigation Center Management	<ul style="list-style-type: none"> ● Supervises all regular, volunteer, and temporary 2-1-1 staff. Approximately one supervisor for every twelve volunteers should be present at all times. ● Updates the recorded message for the call queue regularly to include information about the disaster and services currently available. ● Answers 2-1-1 staff questions and intervenes when needed to take particularly difficult calls. <p><i>Binta Winship, Senior 2-1-1 Manager; Lorena Garcia, 2-1-1 Senior Staff; Jessica Venson, Director of Client Services</i></p>
Disaster Relief & Recovery (DR&R) Management Team	<ul style="list-style-type: none"> ● Serves as go-to person (on rotating basis) for volunteers and temporary staff; works in coordination with UW Austin Volunteer Management to recruit, welcome, and provide direction and training to volunteers. ● Works with local disaster and emergency management groups to keep informed regarding response efforts, community impact, event status, and rumor control; communicates relevant updates to database team for inclusion in Community OS. ● Stays connected to online, print, and televised media for regular updates; shares relevant information with Community Information team. ● Works with UW Austin Marketing department on media response (collecting caller stories, providing call statistics). ● Provides project management support during an event (managing volunteer logistics, coordinating internal and external communications). ● Informs UW Austin Donor Experience Team for support, <p><i>Amy Price; Jessica Venson; Binta Winship; Shannon Cronnin; Kay Garza, Jordan Gutierrez-Ramirez (Volunteer Management)</i></p>
Training	<ul style="list-style-type: none"> ● Coordinates with 2-1-1 management to train all regular, volunteer, and temporary staff on how to use Navigation Center phones ● Supports 2-1-1 management ● Acts as back-up for management of iCarol <p><i>Binta Winship; Layla Blackshear, Jessica Venson, Senior 2-1-1 Staff</i></p>

Disaster Response Team, continued

Operations Management	<ul style="list-style-type: none"> ● Assesses impact to UW Austin operations and communicates findings to disaster response team. ● Acts as liaison with HHSC Support Desk to coordinate technology support. ● Assists 2-1-1 UW Austin management with scheduling of staff and volunteers. <p><i>Jessica Venson, Binta Winship, Shannon Cronin,, Kay Garza, Rasheeda Crawford (UW AUSTIN Ops)</i></p>
Facilities/Office Management	<ul style="list-style-type: none"> ● Assesses impact to UW Austin building and communicates findings to disaster response team. ● Facilitates building-related activities: ordering food, disposing of trash, securing supplies as needed. <p><i>UW Austin: Rasheeda Crawford</i> <i>Navigation Center: Jessica Venson, Kay Garza</i></p>
Lead Navigators	<p>2-1-1 Lead Navigators:</p> <ul style="list-style-type: none"> ● Supervise, train, and schedule volunteer staff; work with Special Projects Coordinator to ensure smooth transition between training and taking calls; offer training suggestions to Special Projects Coordinator. ● Take I&R (non-disaster) calls during a disaster. Note: priority may be given to disaster-related calls if needed. ● Refer to Navigation Center management as needed. <p><i>Binta Winship, Layla Blackshear, Arnoldo Longoria, Lorena Garcia</i></p>
Navigators	<p>2-1-1 Navigators:</p> <ul style="list-style-type: none"> ● Provide supervision and I&R expertise to volunteers as needed. ● Offer training suggestions to Special Projects Coordinator. ● Take I&R (non-disaster) calls during a disaster. Note: priority may be given to disaster-related calls if needed. ● Refer to Navigation Center management as needed.

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Disaster Response Team, continued

Temporary Staff and Volunteers	<ul style="list-style-type: none"> ● Help maintain service levels during a disaster response, answering disaster calls during difficult-to-staff shifts, such as evenings and overnight. Note: unless otherwise specified by management, volunteers and temp staff will not be taking I&R calls. ● Attend basic 2-1-1 Texas disaster training and STEAR training prior to shift. ● Convey disaster-related information to callers. ● Refer to Navigation Center management and senior staff with questions or assistance with complex calls.
Volunteer Management	<ul style="list-style-type: none"> ● Recruits volunteers for disaster response w/ Disaster Prg. Mgr. ● Manages volunteer logistics, including assisting Navigation Center management with volunteer training and scheduling. ● Coordinates volunteer recognition post-disaster and maintains ongoing positive relationship with volunteers. <p><i>Shannon Cronin, Jessica Venson, Binta Winship, Kay Garza, Sarah Evans</i></p>
Media Response Coordinators	<ul style="list-style-type: none"> ● Coordinates media response during a disaster. ● Develops disaster-specific messaging for release to media outlets, partnering with 2-1-1 Texas and HOCT to ensure accuracy of messaging prior to distribution. <p><i>Amy Price, Ashley Haustein (UW AUSTIN Marketing)</i></p>
Data Recovery Coordinators	<ul style="list-style-type: none"> ● Coordinates tech support and recovery of data files during a disaster. <p><i>Rasheeda Crawford, Jessica Venson</i></p>

Organizing a Disaster Response

Organizational Structure	<p>Statewide, there are twenty-four 2-1-1 Area Information Centers. The South Central AIC has been designated one of the Emergency Services Escalation Centers (ESEC) for disaster response. This means that the call center will mobilize immediately to take calls from anywhere in the state, were a disaster to strike.</p> <p>The South Central call center's partner agency is United Way for Greater Austin (UW AUSTIN), which will provide disaster response services to the community if a disaster strikes locally. UW AUSTIN's Disaster Response organizational structure includes the Disaster Response Team and UW AUSTIN Management Team.</p> <p>After the announcement or occurrence of a Level 1-3 Event, the Disaster Response Coordinator consults with the Call Center Supervisor. The Disaster Response Coordinator and/or Supervisor then notify the Management Team. The Management Team analyzes the severity of the event and decides whether to declare a disaster. The Disaster Response Team assesses the impact/damages and decides which level of the Disaster Response Plan to execute.</p>
Declaring a Disaster/Ramping Up	<p>In collaboration with the Texas Information and Referral Network (TIRN), the 2-1-1 Texas South Central AIC Management Team and Disaster Response Coordinator will determine whether operations will be ramped up to respond to a disaster, and what level of response is appropriate. This will then be communicated to the UW Austin CEO and the UW AUSTIN Management Team.</p>
Confidential Location	<p>Due to the nature of information and referral work, the location of 2-1-1 Texas is kept confidential. Please consult with 2-1-1 management before disclosing the location of the call center to another agency or community partner. Never give out the location of the call center to a caller.</p>
Media Communication	<p>In the event of a disaster, 2-1-1 Texas has assigned the following Disaster Response Team members to be spokespeople. All media inquiry calls should be directed to the appointed spokespeople. All other staff should not provide any other information regarding the disaster to the media.</p> <ul style="list-style-type: none"> ● Primary spokesperson: UW Austin President (David Smith) <p>Back-up spokesperson: United Way Navigation Center Vice President, Director or Senior 2-1-1 Manager</p> <p>Full descriptions of job titles and responsibilities are shown in the "Disaster Response Team" section of this document.</p> <p>Note: If the disaster is not located within the South Central 10-county region, please direct all media inquiries to TIRN.</p>

Finding Disaster Response Information and Referrals

<p>Communicating with the SOC/EOC</p>	<p>Because 2-1-1 Texas only distributes official and/or verified information, communication with the State Operations Center (SOC) and any local Emergency Operations Center (EOC) is crucial.</p> <p>Information from the SOC comes through TIRN to 2-1-1 Texas. Additional information may come from Veronica Villanueva.</p> <p>Information from the Offices of Emergency Management (OEM) and their EOCs across South Central Texas will come in various formats. Refer to the appendices of this document for further emergency contact information.</p>
<p>Distributing Disaster-related Information</p>	<p>Disaster-related information is distributed as follows:</p> <ul style="list-style-type: none"> ● The Community Information team will pull together information concerning the emergency situation from only reliable sources (TIRN, SOC, EOC). The team will also compile rumors from various sources (i.e., broadcast media, callers, friends/relatives). <p>Note: Unverified information will not be distributed. Rumors collected will be entered into the Community OS for review by TIRN.</p> <ul style="list-style-type: none"> ● All information will be verified before release, with the possible exception of critical resources from reliable sources (TIRN, SOC, EOC). ● Resource information will be directed to the Community Information Manager and entered into the Community OS. It may also be distributed in paper format or e-mails. Updates will be issued as needed. ● Confidential information that cannot be released to callers (e.g. the location of “gas trucks”) will not be given to temp staff/volunteers answering the phones. ● The Disaster Response Team should meet at least twice a day for updates. This team is responsible for updating staff and/or volunteers. ● If the Community Information Manager is working offsite, the Call Center Supervisor and Disaster Response Coordinator will meet with him/her to provide resource updates daily. ● The Community Information Manager may use the Texas AIC distribution list to contact TIRN and other AICs for updates/questions.

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| | <ul style="list-style-type: none">• Navigation Center Managers will update the recorded message for the call queue regularly (daily or every 4 hours, depending on the situation). The recorded message will include information about the disaster, evacuation routes, and other services currently available. |
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Safety and Well-being of Staff and Families

Work/Life Balance	<p>2-1-1 Texas will balance operational needs with the personal needs of staff members and their families by being as flexible and accommodating as possible.</p> <ul style="list-style-type: none"> ● Staff who are onsite when a disaster strikes are asked to remain at their work sites (or evacuation site) and await further instructions. ● All staff members will have an opportunity to check on their families and their homes as soon as possible. ● Staff should consider that rushing into a heavily-impacted area immediately after a disaster to check on their families' safety might hinder the work of first responders (i.e., fire, law enforcement, search and rescue). ● The out-of-area report-in linex "out-of-area report-in line" (see "Staff Report-In Policies and Procedures") is designed so that staff's families can report their situation and needs immediately following a disaster. ● During a disaster, vacations may need to be postponed. On the other hand, if staff members need to take time off to see about home repairs or similar recovery activities in the weeks and months following a disaster, United Way for Greater Austin will work with them to make that possible. ● 2-1-1 Texas and United Way for Greater Austin are committed to considering options to remove barriers that interfere with providing normal and disaster-response service to the community. Possible accommodations might include arranging for staff to work at home, ex. "arranging for staff to work at home," or at alternate work sites, or compensating employees for increased travel time.
Stress Debriefing	<p>Working long hours and dealing with members of the public that are under extraordinary stress produces stress among helping personnel. 2-1-1 Texas will use stress debriefing services during and following a disaster as needed. Staff debriefings will be coordinated by Navigation Center Managers with the National Association of Social Workers (NASW).</p>
Home Preparedness Plans	<p>2-1-1 Texas staff can help minimize their personal crises and maximize their ability to respond effectively by developing an emergency plan for their homes.</p> <p>The general rule of thumb is that households should be prepared to be self-sufficient for 72 hours. A good emergency plan should include a strategy for reuniting the family, including an out-of-state telephone number that family members can use to contact each other if local lines are overloaded, as well as a meeting place away from the home.</p>

	An emergency plan also includes having an adequate supply of food, water, and medications to sustain all members of the family, including pets, until help arrives or departure is possible.
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Staff Report-in Policies and Procedures

How to Record Messages on Staff Report-in Line	When an emergency situation occurs, Navigation Center Managers will record a message on the 2-1-1 Texas phone system with directions for staff telling whether to report to the regular work site or an alternate location.
Reporting to Work	<p>All management and Disaster Response Team staff, if not already at work, should call 2-1-1 Texas at 512-323-5566, ext. 55211 as soon as possible after becoming aware that an emergency situation exists. Management and team members will be expected to report to work as soon as meeting their family and home needs.</p> <p>Staff who are unable to call the staff report-in line should call, text, or email the home phone or cell phone of their manager (or another team member). For a list of staff phone numbers, refer to the appendix of this document.</p> <p>If a situation occurs where management and other staff do not know about a disaster and do not report to 2-1-1 Texas, the United Way for Greater Austin phone chain will be activated to disseminate information.</p> <p>Note: Disaster Response Team members should keep a current list of employees and their contact information readily accessible at home and at the office. Staff should also consult the UW AUSTIN Inclement Weather Policy (Appendix D).</p>
E-mail/Text	An attempt will also be made to contact staff via e-mail or text messaging with pertinent information about reporting to work.
Working Long Shifts	Team members should be prepared to work long shifts during a disaster. To maximize comfort, staff might consider bringing necessary medications and food supplies to work. 2-1-1 Management and the Disaster Response Team will endeavor to provide adequate supplies (including food) for both staff and volunteers during a disaster response.

Disaster Ramp-Up Timeline

Overview	This section describes activities that must be completed five days before a disaster and three days after the conclusion of an event.
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H-5 Days	Five days before a disaster, the Disaster Response Team will begin ramping up operations. Activities will include the following:	
	Activity	Who's Responsible
	Notify TIRN to prepare for a hazard (ex. hurricane).	State Operations Center (SOC)
	Notify designated 2-1-1 disaster response centers (ESEC) to ramp up within 24–48 hours.	TIRN
	Notify building manager that we will need A/C and power 24 hours a day.	Facilities/Operations/ Technical Manager
	Notify Department of Information Resources (DIR), insight, and iCarol database management of need for after-hours technical support.	Facilities/Operations/ Technical Manager
	Pick up groceries and supplies for staff/volunteers.	Facilities/Operations/ Technical Manager
	Establish communications with agency service providers/program managers and get a status report of various programs affected by the emergency.	Disaster Response Coordinator, Community Information Manager
	Monitor media and emergency management sources to evaluate situation	Disaster Response Coordinator, Community Information Manager
	Initiate contact with city/county Office of Emergency Management.	Disaster Response Coordinator
	Account for all staff not in building.	Navigation Center Manager
	Retrieve and respond to messages on staff report-in line.	Navigation Center Manager
	Begin disaster activity expense log.	Lead Navigators
Coordinate daily staff debriefings.	Navigation Center Manager	

Disaster Ramp-Up Timeline, continued

H-4 Days	Four days before a disaster, ramp-up continues:	
	Activity	Who's Responsible
	Contact staffing company for evening, overnight, and weekend shift work.	Navigation Center Manager
	Recruit volunteers.	Disaster Response Coordinator, UW AUSTIN Volunteer Mgmt
	Schedule volunteer orientation and training sessions.	Disaster Response Coordinator, Senior Navigation Staff
	Schedule all staff (regular, temp, volunteer) for shifts.	Navigation Center Manager
	Record message to play to disaster queue, including evacuation routes, shelter hub sites, and tips on evacuating. Re-record as information changes.	Navigation Center Manager
	Prepare disaster-related documentation and distribute to staff/volunteers.	Community Information Manager, Special Projects and Quality Coordinator
	Keep disaster activity expense log.	Director of Business Ops
	Coordinate daily staff debriefings.	Navigation Center Manager

H-3 Days	Three days before a disaster, ramp-up continues:	
	Activity	Who's Responsible
	Continue scheduling volunteer orientation and training sessions.	Disaster Response Coordinator, Senior Navigation Staff
	Continue scheduling all staff (regular, temp, volunteer) for shifts.	Navigation Center Manager
	Continue distributing disaster-related documentation to staff/volunteers.	Community Information Manager
	Keep disaster activity expense log.	Director of Business Ops
	Coordinate daily staff debriefings.	Navigation Center Manager
	Start staffing Emergency Operations Center (EOC) seat.	EOC Contact
	Update recorded messages as needed.	Navigation Center Manager

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Disaster Ramp-Up Timeline, continued

H-2 Days	Two days before a disaster, ramp-up continues:	
	Activity	Who's Responsible
	Continue scheduling volunteer orientation and training sessions.	Disaster Response Coordinator, Senior Navigation Staff
	Continue scheduling all staff (regular, temp, volunteer) for shifts.	Navigation Center Manager
	Continue distributing disaster-related documentation to staff/volunteers.	Community Information Manager
	Keep disaster activity expense log.	Director of Business Ops
	Coordinate daily staff debriefings.	Navigation Center Manager
	EOC seat reports to 2-1-1.	EOC Contact
Update recorded messages as needed.	Navigation Center Manager	

H-1 Days	One day before a disaster: follow process as indicated in "H-2 Days."
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H-0 Days	On the day of the disaster: follow process as indicated in "H-2 Days."
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H+1 Days	On the first day following a disaster, the Disaster Response Team may begin to scale down operations. Follow the process as indicated in "H-2 Days" with the following additional activity:	
	Activity	Who's Responsible
	Assign more phones to I&R calls.	Navigation Center Manager

H+2 Days	On the second day following a disaster, the Disaster Response Team may scale down or discontinue disaster-response activities. Follow the process as indicated in "H-2 Days" with the following additional activities:	
	Activity	Who's Responsible
	Continue assigning more phones to I&R calls.	Navigation Center Manager
	EOC seat stands down.	EOC Contact

H+3 Days	On the third day following a disaster, disaster-response activities should be 100% completed.	
	Activity	Who's Responsible
	Assign all resources back to I&R calls with the understanding that disaster-related calls may continue to come in.	Navigation Center Manager
	Submit disaster-activity expense log.	Lead Navigators
	Conclude daily staff debriefings.	Navigation Center Manager

Procedures for Handling Building Emergencies

Overview	The following procedures will help ensure employee safety in case of a disaster or other emergency.
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Calling 9-1-1	To call 9-1-1 from inside the building, you must first dial a "9" to get an outside line. Therefore, you would actually dial "9-1-1" in an emergency.
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Medical Emergency Procedure	In the event of a medical emergency, call 9-1-1 and alert a manager and/or the Disaster Response Team. If appropriate, identify a qualified person to provide first aid. Staff capable of performing CPR should keep masks on hand as a safety precaution.
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Evacuation Procedure	Follow the steps below to evacuate the building:	
	Step	Action
	1	Try to notify a manager or Disaster Response Team member before calling for an evacuation. Note: There may be a situation so urgent that an employee is unable to consult with a manager. In this case, a supervisor should be contacted as soon as possible.
	2	Follow directions given by management, Disaster Response Team members, or other appointed personnel for evacuating the building.
	3	Use designated exits to evacuate the building.
	4	Assemble at agreed-upon location. 2-1-1 Evacuation Assembly Area Staff should assemble on the northwest corner of the United Way Parking Lot/20th street corner parking lot. The secondary assembly point is the Annex Parking Lot.
5	Remain at assembly area and await further instruction. Roll call will be taken at this time by managers or leads. Note: In no case should any staff member leave the evacuation assembly area without approval of a supervisor or other management personnel. To do so can jeopardize the safety of other personnel who might re-enter the building searching for people presumed missing.	

Procedures for Handling Building Emergencies, continued

Accounting for Staff Post-Evacuation Procedure	<p>The Disaster Response Team and/or management will take roll to determine if all staff has evacuated the building.</p> <ul style="list-style-type: none"> • All employees will need to help identify who was at the building and who was absent/remote for the day. • The Disaster Response Team, or alternate, will communicate on behalf of United Way for Greater Austin with Fire Department or other emergency personnel who arrive at the scene. • Should media arrive, no staff person other than the UW AUSTIN President, Marketing Director, or AIC Director will offer any information regarding 2-1-1 Texas or United Way for Greater Austin.
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Fire Procedure	<p>In case of fire, follow the “RACE” procedure below:</p> <table border="1" data-bbox="381 779 1326 1432"> <tr> <td data-bbox="381 779 571 856"> Rescue </td> <td data-bbox="571 779 1326 856"> Remove anyone in immediate danger from the fire to a safe area. </td> </tr> <tr> <td data-bbox="381 856 571 940"> Alarm </td> <td data-bbox="571 856 1326 940"> Activate the nearest fire alarm and call 9-1-1 to report exact location of smoke or fire. </td> </tr> <tr> <td data-bbox="381 940 571 1062"> Contain </td> <td data-bbox="571 940 1326 1062"> Close all doors and windows to prevent spread of smoke or fire. Heavy smoke and poisonous gases collect first along the ceiling – stay below the smoke at all times. </td> </tr> <tr> <td data-bbox="381 1062 571 1432"> Extinguish/Evacuate </td> <td data-bbox="571 1062 1326 1432"> Only attempt to extinguish the fire if it is safe to do so. Retrieve the nearest fire extinguisher and follow the “P.A.S.S.” procedure: <ul style="list-style-type: none"> • P = Pull the pin breaking the plastic seal. • A = Aim at the base of the fire. • S = Squeeze the handles together. • S = Sweep from side to side. Evacuate the area through nearest emergency exits. </td> </tr> </table> <p>To minimize a burn injury if clothing catches fire:</p> <table border="1" data-bbox="381 1535 1326 1772"> <tr> <td data-bbox="381 1535 571 1587"> Stop </td> <td data-bbox="571 1535 1326 1587"> Stop – do not run. </td> </tr> <tr> <td data-bbox="381 1587 571 1671"> Drop </td> <td data-bbox="571 1587 1326 1671"> Drop to the floor in the prone position. Cover your face with your hands to protect it from flames. </td> </tr> <tr> <td data-bbox="381 1671 571 1772"> Roll </td> <td data-bbox="571 1671 1326 1772"> Roll over and over to smother fire. Continue until the flames have been extinguished. Once the fire is out, treat a burn injury with water, then call 9-1-1. </td> </tr> </table>	Rescue	Remove anyone in immediate danger from the fire to a safe area.	Alarm	Activate the nearest fire alarm and call 9-1-1 to report exact location of smoke or fire.	Contain	Close all doors and windows to prevent spread of smoke or fire. Heavy smoke and poisonous gases collect first along the ceiling – stay below the smoke at all times.	Extinguish/Evacuate	Only attempt to extinguish the fire if it is safe to do so. Retrieve the nearest fire extinguisher and follow the “P.A.S.S.” procedure: <ul style="list-style-type: none"> • P = Pull the pin breaking the plastic seal. • A = Aim at the base of the fire. • S = Squeeze the handles together. • S = Sweep from side to side. Evacuate the area through nearest emergency exits.	Stop	Stop – do not run.	Drop	Drop to the floor in the prone position. Cover your face with your hands to protect it from flames.	Roll	Roll over and over to smother fire. Continue until the flames have been extinguished. Once the fire is out, treat a burn injury with water, then call 9-1-1.
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Procedures for Handling Building Emergencies, continued

Tornado Procedure	Follow the procedures below for minimizing risks associated with tornadoes:	
	<u>Tornado Watch</u>	
	A tornado watch is issued by the National Weather Service and relayed by local media. Should the Austin area be under a tornado watch:	
	Step	Action
1	Keep close tabs on the weather and any new developments.	
2	Follow instructions from the Disaster Response Team or UW AUSTIN management. A decision may be made to close United Way for Greater Austin due to the progressing severity of the storm, in which case staff may leave. Alternatively, staff may be advised to remain inside if leaving poses a greater risk.	
	Note: Most tornado fatalities occur when the victim is in their car.	
	<u>Tornado Warning</u>	
	A tornado warning is declared when a tornado has actually been sighted in the area. Should the Austin area receive a tornado warning:	
	Step	Action
	1	Take cover immediately. <ul style="list-style-type: none"> • Choose an inside room or hall away from windows, doors, and glass. • Sit facing an inside wall with your head to your knees and cover your head. • If possible, take shelter under a desk.
	2	Follow instructions from the Disaster Response Team or UW AUSTIN management.

Power Outage Procedure	If a power outage occurs during business hours:	
	Step	Action
	1	Move toward an area with natural light and wait for further instructions from management and/or a Disaster Response Team member.
	2	Exit the premises if instructed to do so. Drive with caution, as street traffic signals may be down.
	3	Call the 2-1-1 staff report-in line at 512-323-5566, ext. 55211 if you have not been contacted by your immediate supervisor and are unsure of whether you should return to the office the next business day.

Procedures for Handling Building Emergencies, continued

Workplace Violence Procedure	Follow the procedures below to minimize the potential for workplace violence.											
	<u>Directing Requests for Assistance to 2-1-1</u> If someone walks into the United Way for Greater Austin office asking for money:											
	<table border="1"> <thead> <tr> <th>Step</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Indicate that UW AUSTIN does not give direct financial assistance. Note: Do not give your personal money, as there is no way of knowing if the request is legitimate.</td> </tr> <tr> <td>2</td> <td>Let the individual know that he or she may call 2-1-1 for assistance.</td> </tr> </tbody> </table>	Step	Action	1	Indicate that UW AUSTIN does not give direct financial assistance. Note: Do not give your personal money, as there is no way of knowing if the request is legitimate.	2	Let the individual know that he or she may call 2-1-1 for assistance.					
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	<u>Signaling for Help If a Person Refuses to Leave</u> If there's a problem getting a person to leave:											
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<u>Dealing with a Threatening or Unknown Person Onsite</u> In the case of a threatening intruder or unknown person wandering the halls:												
<table border="1"> <thead> <tr> <th>Step</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Take a moment to ask if you can help them.</td> </tr> <tr> <td>2</td> <td>Guide them to the staff person they are asking for; or lead them to the front desk area for assistance, or lead them out of the building.</td> </tr> <tr> <td>3</td> <td>Try to motion for assistance from another staff person in the area if the unknown individual becomes irate or belligerent.</td> </tr> <tr> <td>4</td> <td>Call 9-1-1, if needed, or have another staff person call.</td> </tr> <tr> <td>5</td> <td>Report the incident to management and/or a Disaster Response Team member.</td> </tr> </tbody> </table>	Step	Action	1	Take a moment to ask if you can help them.	2	Guide them to the staff person they are asking for; or lead them to the front desk area for assistance, or lead them out of the building.	3	Try to motion for assistance from another staff person in the area if the unknown individual becomes irate or belligerent.	4	Call 9-1-1, if needed, or have another staff person call.	5	Report the incident to management and/or a Disaster Response Team member.
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4	Call 9-1-1, if needed, or have another staff person call.											
5	Report the incident to management and/or a Disaster Response Team member.											

Procedures for Handling Building Emergencies, continued

Flood Procedure	Follow the procedures below to minimize risks associated with floods.	
	<u>Flash Flood Warning</u>	
	Once a flash flood warning has been issued by the National Weather Service:	
	Step	Action
	1	Contact management and/or a Disaster Response Team member.
	2	Await further instruction. Note: If it is determined that the office may be affected by the flood, the designated Disaster Response Team member will conduct an all-call page alerting staff to evacuate the building.
	3	Evacuate the building if told to do so (see "Evacuation Procedure" for further information).
4	Take all personal belongings if you are at your desk when an evacuation is called for; if not at your desk, do not return to retrieve belongings.	
5	Exercise caution when returning home. Note: Flood-like conditions present many obstacles in the roadways. Avoid standing water or debris in roadways.	
<u>Flooding after Business Hours</u>		
If a flood occurs after business hours, follow Inclement Weather Policy (Appendix D).		

BioHazard Procedure	Bio-hazards can occur from trauma and crime scenes, deaths and accidents, animal waste and decomposition, and disease outbreaks. To minimize exposure to potentially dangerous substances:	
	Step	Action
	1	Isolate the area of the event, but do not re-enter the area.
	2	Immediately remove any contaminated garments, including shoes, after leaving the area. Place them in a plastic bag or other sealable container. Leave them at the event area.
	3	Do not move anything outside of the event area.
	4	Avoid any contact with contaminated materials.
	5	If you have come into contact with contaminated water, wash affected areas immediately.
	6	Prepare an inventory of all items, equipment, clothing, etc., that may have been affected.
7	If there was a liquid spill, and you can reach it without endangering yourself, cover it with absorbent paper towels.	

Procedures for Handling Building Emergencies, continued

Hazardous Materials (HazMat) Procedure	To minimize the risk of contamination from hazardous chemicals or radiation, follow the procedure below:	
	If you are...	Then...
	Asked to evacuate	<p>Do so immediately.</p> <p>Stay tuned to a radio or television for official information.</p> <p>Follow the evacuation routes recommended by authorities.</p> <p>Close all windows, shut all vents, and turn off fans.</p> <p>Take pre-assembled disaster supplies.</p> <p>Help anyone who may require special assistance.</p>
	Caught outside	<p>Stay upstream, uphill, and upwind. In general, try to go at least one-half mile (usually 8-10 city blocks) from the danger area.</p> <p>Avoid contact with spilled liquids, airborne mists, or condensed solid chemical deposits. Try not to inhale gases, fumes, and smoke. Cover mouth with cloth if possible.</p> <p>Stay away from accident victims until the hazardous material has been identified.</p>
	In a motor vehicle	Stop and seek shelter in a permanent building. If you must remain in your car, keep car windows and vents closed and shut off the air conditioner and heater.
Requested to stay indoors	<p>Bring pets inside.</p> <p>Close and lock all exterior doors and windows. Close vents, fireplace dampers, and as many interior doors as possible.</p> <p>Turn off air conditioners and ventilation systems.</p> <p>Go into the pre-selected shelter room. This room should be above ground and have the fewest openings to the outside.</p> <p>Seal gaps under doorways and windows with wet towels or plastic sheeting and duct tape. Use material to fill cracks and holes in the room, such as those around pipes.</p> <p>If gas or vapors could have entered the building, take shallow breaths through a cloth or a towel. Avoid eating or drinking any food or water that may be contaminated.</p>	

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Procedures for Handling Building Emergencies, continued

Earthquake Procedure	Follow the procedures below to minimize risks associated with earthquakes.	
	If you are...	Then...
	Indoors	<p>Drop to the ground, take cover by getting under a sturdy table or other piece of furniture, and hold on until the shaking stops. If there isn't a table or desk nearby, cover your face and head with your arms and crouch in an inside corner of the building.</p> <p>Stay away from glass, windows, exterior doors and walls, and anything that could fall, such as lighting fixtures or furniture.</p> <p>Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load-bearing doorway.</p> <p>Stay inside until the shaking stops and it is safe to go outside. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.</p> <p>Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.</p> <p>Do not use the elevators.</p>
	Outdoors	<p>Stay there.</p> <p>Move away from buildings, streetlights, and utility wires.</p> <p>Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits, and along exterior walls. Most earthquake-related casualties result from collapsing walls, flying glass, and falling debris.</p>
	In a moving vehicle	<p>Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.</p> <p>Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged.</p>
Trapped under debris	<p>Do not light a match.</p> <p>Do not move about or kick up dust.</p> <p>Cover your mouth with a handkerchief or clothing.</p> <p>Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort</p>	

	(shouting can cause you to inhale dangerous amounts of dust).
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Procedures for Handling Building Emergencies, continued

<p>Pandemic Flu Procedure</p>	<p>An influenza (flu) pandemic is a global outbreak of the influenza disease that occurs when a new influenza virus appears in the human population. Because people have little or no immunity to the new strain, serious illness can occur, and the virus can spread easily and rapidly from person to person with no vaccine immediately available.</p> <p><u>Symptoms</u> Symptoms of influenza usually come on suddenly and include headache, fever, chills, tiredness, dry cough, sore throat, nasal congestion, and body aches. Intestinal symptoms like nausea and vomiting may occur especially in young children.</p> <p><u>During a Flu Pandemic</u> Government officials may be required to limit community movement or impose travel restrictions to help prevent the flu virus from spreading. Things to keep in mind:</p> <ul style="list-style-type: none"> ● You may be asked to stay home for an extended period of time or work remotely. These policies will be established and updated in order to continue normal business operations. ● In order to reduce staff exposure, UW AUSTIN leave policies will be established for employees who have been exposed to pandemic influenza, are suspected to be ill, or become ill at the worksite (i.e. infection control response, immediate mandatory sick leave). Also, guidelines for preventing influenza spread at the worksite will be implemented to promote respiratory hygiene/cough etiquette, and prompt exclusion of people with influenza symptoms. ● If working in the building during a pandemic, you may be asked to practice social distancing of at least 6 feet between each person as well as below: <ul style="list-style-type: none"> ○ Do not desk or office share only use the desk/work space you are currently using. ○ For staff working remotely, do not come into the office without getting approval from your manager or follow building policies for visiting. ○ Practice good hygiene following below recommendations from the CDC: <ul style="list-style-type: none"> ▪ Wash your hands with soap and water for at least 20 seconds ▪ Avoid touching your face with unwashed hands ▪ Wear a face covering ▪ Avoid close contact with people who are sick ▪ Stay home when you are sick ▪ Cover your cough or sneeze with a tissue, then throw the tissue in the trash ▪ Clean and disinfect frequently touched objects and surfaces ● Please make sure you are practicing self-care during this time. The Employee Assistance Plan (EAP) is available free to all employees and their immediate family members. Unlimited access 24 hours a day, seven days a week to mental health professionals is available by calling (800) 316-2796.
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| | <ul style="list-style-type: none">● Schools, workplaces, and public gatherings such as sporting events or worship services may close temporarily.● Mass transportation such as subways, buses, trains and air travel may be limited.● You, your family, and friends may need to rely on each other when you cannot depend on the services you normally use. |
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Procedures for Handling Building Emergencies, continued

Bomb Threat Procedure	<p>A bomb threat is a report received in person or by telephone, letter, note, or e-mail that a bomb will be detonated in a place of business. Every bomb threat must be considered genuine.</p> <p>In the event of a bomb threat:</p> <table border="1" data-bbox="386 415 1338 1108"> <thead> <tr> <th data-bbox="386 415 500 449">Step</th> <th data-bbox="500 415 1338 449">Action</th> </tr> </thead> <tbody> <tr> <td data-bbox="386 449 500 520">1</td> <td data-bbox="500 449 1338 520">Alert management and/or Disaster Response team and call 9-1-1 to report the threat.</td> </tr> <tr> <td data-bbox="386 520 500 592">2</td> <td data-bbox="500 520 1338 592">Fill out the "Bomb Threat Checklist" in the appendix of this document.</td> </tr> <tr> <td data-bbox="386 592 500 684">3</td> <td data-bbox="500 592 1338 684">Note any suspicious items or anything out of place. Don't touch any packages or other suspicious items.</td> </tr> <tr> <td data-bbox="386 684 500 756">4</td> <td data-bbox="500 684 1338 756">Await instruction from management and/or Disaster Response team.</td> </tr> <tr> <td data-bbox="386 756 500 827">5</td> <td data-bbox="500 756 1338 827">Evacuate if told to do so (see "Evacuation Procedure" for further information).</td> </tr> <tr> <td data-bbox="386 827 500 1108">6</td> <td data-bbox="500 827 1338 1108"> Remain at assembly area and await further instruction. Roll call will be taken at this time. Note: In no case should any staff member leave the evacuation assembly area without approval of a supervisor or other management personnel. To do so can jeopardize the safety of other personnel who might re-enter the building searching for people presumed missing. </td> </tr> </tbody> </table>	Step	Action	1	Alert management and/or Disaster Response team and call 9-1-1 to report the threat.	2	Fill out the "Bomb Threat Checklist" in the appendix of this document.	3	Note any suspicious items or anything out of place. Don't touch any packages or other suspicious items.	4	Await instruction from management and/or Disaster Response team.	5	Evacuate if told to do so (see "Evacuation Procedure" for further information).	6	Remain at assembly area and await further instruction. Roll call will be taken at this time. Note: In no case should any staff member leave the evacuation assembly area without approval of a supervisor or other management personnel. To do so can jeopardize the safety of other personnel who might re-enter the building searching for people presumed missing.
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Damage Assessment Procedure	<p>The 2-1-1 Disaster Response Team will work in conjunction with the UW AUSTIN Facilities Manager to initiate damage assessment procedures.</p>														
Shutting Off Gas	<p>To shut off gas, go to the gas main located in front of the UW AUSTIN building on the north side. Turn the valve to the "off" position.</p>														
Shutting Off Electricity	<p>To turn off electricity, go to the mechanical room on the second floor of the UW AUSTIN building and pull the lever into the "off" position. The room is near the exit that leads to the dumpsters.</p>														
Shutting Off Water	<p>To turn off water, go to the following two locations: the west side of the building (near the corner on Poquito) and the south end of the building (on MLK Blvd.). Water mains are located in the ground – open the covering and turn the knobs to the "off" position.</p>														
Turning On/Off Burglar Alarm	<p>To activate/deactivate the burglar alarm, enter the last 4 digits of your social security number. Alarm will activate within 120 seconds. If alarm goes off, call Master Burglar Alarm (512-452-8589) to deactivate it.</p>														

First Aid Kit /Tools	A first aid kit and toolbox are located in the supply cabinet in the call center near the relaxation room. A first aid kit is also at the UW AUSTIN front desk. Flashlights are located at the end of each row in the call center and at least one per office. .
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Appendix A: Emergency Contact Information

Staff Contact List (updated information in Google spreadsheet)

Use the following information to contact staff.

Staff Name	Staff Contact Number
NORIEGA, SHAYLYN MARIE TOWNSLEY	832-647-4275
CRONIN, SHANNON	618-698-2724
HERNANDEZ-RUIZ, OFELIA	512-247-8774
MORALES, CARLOS	512-415-9657
VENSON, JESSICA	512-586-1596
TUFINO CAPISTRAN, LESLIE	512-717-1278
KREJCI, JANET	512-653-4921
EURESTI GARZA, KAY	512-626-8935
PRICE, AMY	512-771-1991
KENDALL, RONNIE ANN	512-435-9373
TORRE, CECILIA L	956-246-1315
GARCIDUENAS, AMEYALI	817-681-1728
MALDONADO, PRISCILLA	
HOULIHAN, CYNTHIA	425-367-7326
GARCIA, LORENA	512-554-3169
LONGORIA, ARNOLDO	512-708-8446
LOZANO, PATRICIO	955-602-6325
ALBITZ, KATHRYN JEAN	781-367-2663
COY, YOLANDA N	512-619-3665

Appendix A: Emergency Contact Information, continued

2-1-1 Platform Support

Name	Role	Contact
Consolidated Helpdesk	Telephone Issues	855-435-7181 Submit to Helpdesk and cc help@hhsc.state.tx.us
Parker Wright	Health and Human Services	512-406-2833 Parker.Wright@hhsc.state.tx.us

Vendors

Use the following information to contact vendors.

Name of Vendor	Phone
Headset Direct	1-800-914-7996
Texas Office Products (TOPS)	1-512-560-4090
CPI Office Products	1-512-697-8362
Documation (Maintenance copiers, printers, ink refills etc.)	1-512-672-4431
Canteen Vending Services	512-989-6200
TimeWarner Cable /Internet	1-866-519-1263
Stratus Business Solutions (Janitorial services), Carlos Juarez	512-271-4593
ABC Home and Commercial Services (Landscaping/Maintenance/Pest Emergencies), Sandy Schutze	512-845-9448
Integritek (Virtual office)	512-535-0908

Texas Information and Referral Network (TIRN) and Other State Agency

Use the following information to contact TIRN and other state agency members. * Need Updated TIRN Info

Name	Title	Email Address	Business Phone #	Cell Phone #
Debbie Wise	Program Manager	Deborah.Wise@hhsc.state.tx.us	512-406-2821	512-839-5103
James Valdenegro	Resource Specialist	James.valdenegro@hhsc.state.tx.us	512-406-2817	n/a
Parker Wright	Program Specialist IV	Parker.Wright@hhsc.state.tx.us	512-406-2833	
Melissa Korpi	Database Administrator	Melissa.Korpi@hhsc.state.tx.us	512-406-2808	512-426-6643
Jesusita (Susan) Flores	Contract Administrator Manager	AES_Contracts@hhsc.state.tx.us	512-206-5342	n/a
Monthly Expense Reports, Budget Revisions		211_TIRN_Invoices@hhsc.state.tx.us		
General TIRN inbox		211@hhsc.state.tx.us		

Community and County Emergency Contact Information

Use the numbers below to contact key community and county organizations in an emergency.

Fire/Police/Medical/Security

Fire Department	9-1-1 or (non-emergency) 512-974-0130
Police Department	9-1-1 or (non-emergency) 512-974-5000—routes to 3-1-1
Ambulance (EMS)	9-1-1 [administrative line: 512-972-7200 (7:45AM - 4:45PM M-F)]
Non-emergency	3-1-1
Poison Control	1-800-222-1222
Brackenridge Hospital	512-324-7000
St. David's Hospital	512-476-7111
Seton Healthcare Network	512-324-1000
Seton Northwest Hospital	512-324-6000
Master Burglar Alarm	512-452-8589

Utility Services

Electric – Austin Energy	512-494-9400
Gas – Texas Gas Service	1-800-700-2443
Water – Austin Energy	512-494-9400
Telephone services –	
For UW AUSTIN & Central Health	1-877-340-2600
(AVAYA) phone lines:	
Paetec/Windstream (Account #: 4670520)	
For 2-1-1 (Cisco) phone lines:	
Texas Managed Services, a.k.a. Insight	1-866-271-0995
Networking Solutions	

Appendix A: Emergency Contact Information, continued

Alternate Sites

Primary – United Way for Greater Austin 512-472-6267
 1st Alternative – Remote

Ground Transportation

Yellow Cab 512-452-9999
 Austin Cab 512-478-2222
 Lone Star Cab 512-836-4900
 Greyhound 1-800-231-2222
 Capital Metro - Routes/Schedules 512-474-1200

Disaster Responders

American Red Cross Central TX Region 1-800-928-4271 / 512-928-4271
 FEMA 1-800-621-FEMA / 1-800-621-3362
 Austin Office of Emergency Mgt. 512-974-0450 / 974-0600 (24 hours duty officer for general info)
 TXDoT Travel Information Line 1-800-452-9292
 (for Road Conditions)

Blood Donation

Blood and Tissue Center of Central Texas 512-206-1266

Counseling

Capital Area Counseling 512-302-1000
 Austin Child Guidance Center 512-451-2242
 YWCA Counseling and Referral 512-326-1222

Child Abuse/Neglect Hotline

Texas Abuse Hotline of Family Protective Services 1-800-252-5400

Local Media

KVUE – 24 512-459-6521
 KTBC – FOX 7 512-476-7777
 KXAN 512-703-5300
 Austin-American Statesman 512-445-4040 / 1-800-445-9898

Bastrop County

Emergency / Sheriff's Dept. 9-1-1 / 512-303-1080
 Emergency Management 512-581-4022
 Bluebonnet Trails Community MHMR 1-800-841-1255
 Family Crisis Center (Bastrop) 1-888-311-7755 / 512-321-7760

Blanco County

Emergency / Sheriff's Dept. 9-1-1 / 830-868-7104
 Hill Country Community MHMR 1-888-648-3947 (M-F 9-5) / 1-877-466-0660 (24-hour)
 Highland Lakes Family Crisis Center 1-800-664-3574

Appendix A: Emergency Contact Information, continued

Burnet County

Emergency / Sheriff's Dept. 9-1-1 / 1-512-756-8080
 County Judge 1-512-715-5276
 Bluebonnet Trails Community MHMR 1-800-841-1255
 Highland Lakes Family Crisis Center 1-800-664-3574

Caldwell County

Emergency / Sheriff's Dept. 9-1-1 / 1-512-398-6747
 Emergency Management 1-512-398-1822
 Bluebonnet Trails Community MHMR 1-800-841-1255
 Hays-Caldwell Women's Center 1-800-700-4292 / 1-512-396-4357

Fayette County

Emergency / Sheriff's Dept. 9-1-1 / 1-979-968-5856
 Emergency Management 1-979-968-1811
 Bluebonnet Trails Community MHMR 1-800-841-1255
 Family Crisis Center (Bastrop) 1-888-311-7755 / 512-321-7760

Hays County

Emergency / Sheriff's Dept. 9-1-1 / 1-512-393-7896
 Emergency Management 1-512-393-7300
 Hill Country Community MHMR 1-888-648-3947 (M-F 9-5) / 1-877-466-0660 (24-hour)
 Hays-Caldwell Women's Center 1-800-700-4292 / 512-396-4357

Lee County

Emergency / Sheriff's Dept. 9-1-1 / 1-979-542-2800
 Emergency Management 1-979-540-2081
 Bluebonnet Trails Community MHMR 1-800-841-1255
 Family Crisis Center (Bastrop) 1-888-311-7755 / 512-321-7760

Llano County

Emergency / Sheriff's Dept. 9-1-1 / 1-325-247-5050
 Emergency Management 1-325-247-5767 (Melissa)
 Hill Country Community MHMR 1-888-648-3947 (M-F 9-5) / 1-877-466-0660 (24-hour)
 Llano County Mental Health Center 1-325-247-5895

Travis County

Emergency / Sheriff's Dept. 9-1-1 / 512-854-9770 (Admin office)
 Emergency Management 512-974-0472
 Psychiatric Emergency Services (PES),
 Austin Travis County Integral Care (ATCIC) 512-472-4357
 SafePlace 512-267-7233
 Public Information releases hsemcommunications@austintx.gov
 COA Homeland Security/Emer Mgmt
 Community Preparedness Mgr/ Jacob Dirr, (o) 512-974-0470, (c) 512-826-7372
 Public Information Officer (24 hrs on call) 512-974-0599, Jake.Dirr@austintx.gov
 Austin/Travis County 3-1-1 See next page.

Appendix A: Emergency Contact Information, continued

Austin/Travis County 3-1-1

The contacts with 3-1-1 are as follows in the following priority:

Last Name	First Name	Desk Phone	Mobile	Pager
Mendoza	Patty	972-9868	512-736-273 2	802-2144
Castro	Nina	972-9818	512-656-162 6	802-2596
Mills	Cameka	972-9871	512-758-220 1	802-2294
Hooper	Brian	972-9802	512-417-772 4	802-2088
Escobar	Victoria	972-9825	512-507-066 9	

Email: cicinformation@austintexas.gov

Williamson County

Emergency / Sheriff's Dept.	9-1-1 / 512-943-1300
Emergency Management	512-943-1389
Bluebonnet Trails Community MHMR	1-800-841-1255
Williamson County Crisis Center	1-800-460-7233

Appendix B: Bomb Threat Checklist

Questions to Ask

1. When is bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

Exact Wording of the Threat:

Sex of caller _____ Age _____ Race _____ Length of call _____

BOMB THREAT QUESTIONNAIRE: CALLER'S VOICE:

_____	Calm	_____	Laughing	_____	Lisp	_____ Disguised
_____	Angry	_____	Crying	_____	Raspy	_____ Accent
_____	Excited	_____	Normal	_____	Deep	_____ Familiar
_____	Slow	_____	Distorted	_____	Ragged	_____ If voice is familiar
_____	Rapid	_____	Slurred	_____	Clearing throat	_____ who did it sound like?
_____	Soft	_____	Nasal	_____	Deep breathing	_____
_____	Loud	_____	Stutter	_____	Cracking voice	_____

BACKGROUND SOUNDS:

_____ Street noises _____ House noises _____ Factory _____ Local
 _____ Crockery _____ Motor _____ Machinery _____ Long distance
 _____ Voices _____ Office Machinery _____ Clear _____ Animal Noises
 Booth _____ PA System _____ Static _____ Music
 Other _____

THREAT LANGUAGE:

_____ Well spoken (educated) _____ Foul _____ Incoherent
 _____ Irrational _____ Taped _____ Message read by threat maker

REMARKS

Report call immediately to _____ Phone number _____

FILL OUT IMMEDIATELY AFTER BOMB THREAT

Date _____ Name _____ Position _____ Phone Number _____

Appendix C: Emergency Response Info Flow



Appendix D: Inclement Weather Policy

Please see our revised inclement weather policy immediately below.

INCLEMENT WEATHER POLICY

United Way for Greater Austin's policy is to remain open for business during regular business hours of each regular work week. We recognize that road conditions may vary across central Texas and encourage team members to use judgment and caution if traveling. Team members who believe the travel conditions to be unsafe are encouraged to work from home. The Navigation Center staff members are to call 512-323-5566 (x55211) and follow the prerecorded instructions.

If there is a question regarding work content while working from home due to weather conditions, team members are expected to discuss it in advance with their supervisors.

The President of United Way for Greater Austin will determine compensation guidelines for team members for each incident of inclement weather.

Appendix E: UW AUSTIN Additional Response Protocols

Leadership Team: David Smith (CEO)

Priority 1 is a code red with all hands on deck.

Local/state natural disasters predicted with state or local response teams on alert or active

- Leadership team notified to activate disaster plan, identify staff to assist Navigation
- Navigation Center activate staff 24/7
- IT to be on duty 24/7 for assistance
- Marketing to activate donation and information portal
- RD to activate volunteer and resources

Death or critical illness of staff, key stakeholders or person on premises

- President's Office notified immediately for external or internal comments
- HR notified for information on confidentiality and/or next of kin
- Marketing notified for crisis communication plan
- Leadership Team and Management Team notified.

Key operational UW AUSTIN system down

- Leadership team notified to prioritize budget and action plan.

Potential or actual negative event that is public or could be

- Leadership team notified to identify potential risks and interventions
- Incident kept confidential

Ethical violation, security breach, threat or loss of assets suspected

- President or Leadership Team

Priority 2 is a code yellow, including items that we are on alert for if they become Code Red.

Local/state natural disasters predicted with no teams on alert

- Leadership and Management team updated by Navigation Center regularly to decide if a disaster fund should be set up

Natural disasters outside of service area

- Leadership and Management team updated by Navigation Center regularly to decide if a disaster fund should be set up

Systems needing immediate improvement affecting trust and/or revenue

- Leadership Team notified to prioritize budget

Contagious Disease

- Leadership and Management Team notified to prioritize action plan (i.e. COVID-19)