



Florida Disaster Reservist Field Operations Manual





Disaster Reservist Contact Sheet



Reservist Name: _____

Number: _____

Supervisor: _____

Number: _____

IA Branch Director: _____ Phone _____

DRC Coordinator: _____ Phone _____

CR Coordinator: _____ Phone _____

Housing Coordinator: _____ Phone _____

Unmet Needs: _____ Phone _____

Reservist Manager: _____ Phone _____

Emergency Contacts

Police Department *****911: _____

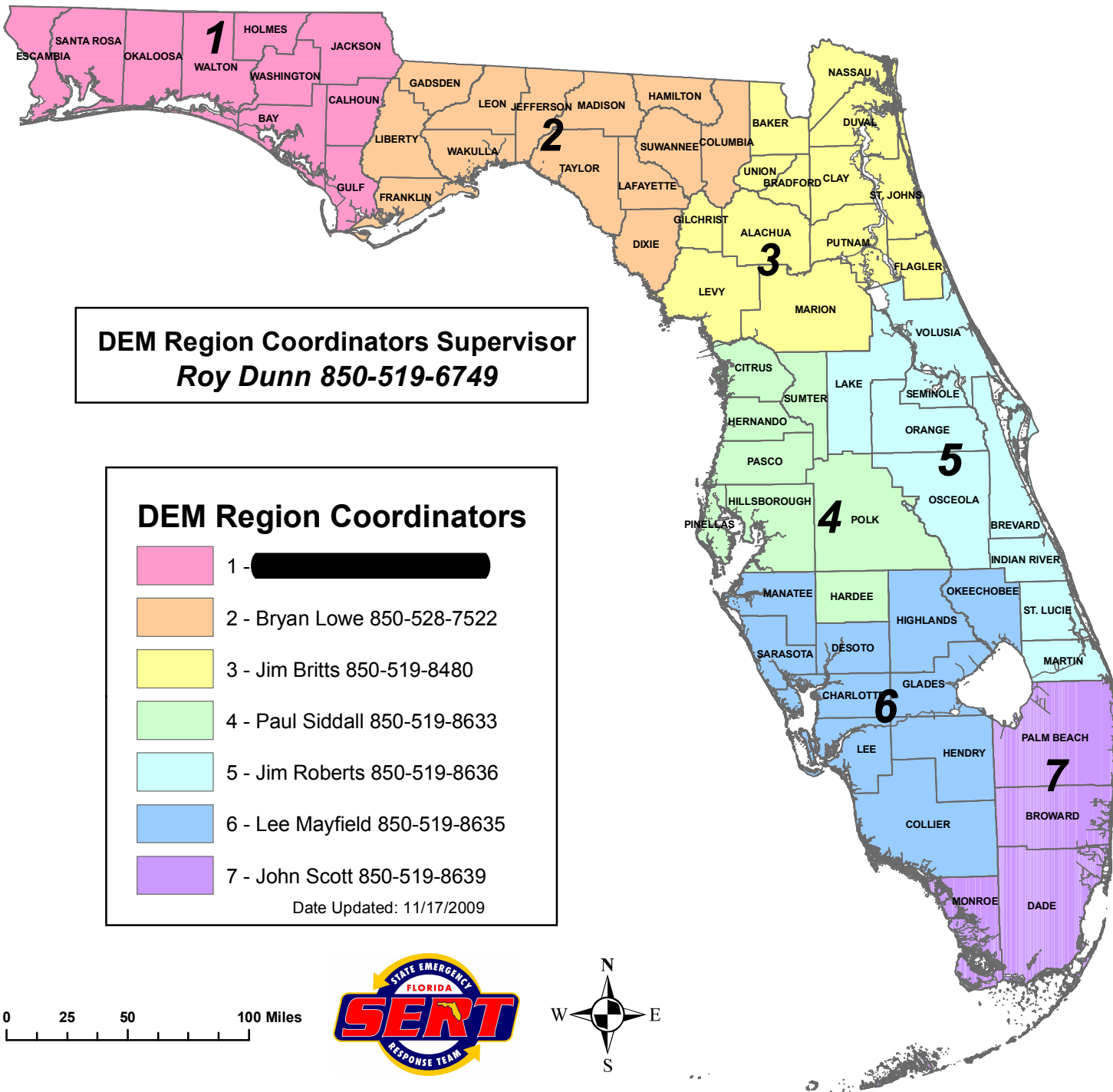
Fire Department *****911: _____

Ambulance Service *****911: _____

Local Hospital : _____

Other : _____

Other : _____



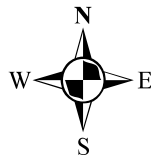
DEM Region Coordinators Supervisor
Roy Dunn 850-519-6749

DEM Region Coordinators

- 1 - [REDACTED]
- 2 - Bryan Lowe 850-528-7522
- 3 - Jim Britts 850-519-8480
- 4 - Paul Siddall 850-519-8633
- 5 - Jim Roberts 850-519-8636
- 6 - Lee Mayfield 850-519-8635
- 7 - John Scott 850-519-8639

Date Updated: 11/17/2009

0 25 50 100 Miles



Introduction

Disaster Reservist Program	1
Duty Assignments	1
Individual Assistance Roles and Responsibilities	2
Organizational Chart	4
Joint Field Office (JFO)	4
Survivor's Reaction to a Disaster	5
Stress	5
Dealing with Stress	6

Personnel and Finance

Rates of Pay	1
Benefits	1
Direct Deposit	1
FLAIR	1
- Step by Step Instructions for FLAIR	2
Reporting Accidents	8
Purchasing Card (P-card)	8
- Allowed Purchasing Card (P-card) Use	9
- Prohibited Purchasing Card (P-card) Use	10
- Mistaken Purchasing Card (P-card) Charges	10
- Penalties for Purchasing Card (P-card) Misuse	10

Travel and Time Sheets

Travel Status	1
Hotel Stay	1
Car Rental	1
Leaving your Assigned County	2
Leave from Duty	2
Vouchers	2
- Items Needed for a Complete Voucher	2
Step by Step How to Fill Out a Voucher	3
Time Sheets	10
Step by Step Instructions for People First	10
- People First User Guide	10

Equipment and Demobilization

SERT Apparel Policy	1
Creating a Gmail Account	1
- Step by Step Instructions for Establishing Gmail	1
Lost or Broken Equipment	4
Equipment at Demobilization	5
Demobilization	5

Disaster Recovery Center (DRC)

DRC Standard Operations Guide	SOG
DRC Field Guide	1
DRC Concept of Operations	1
- Pre-Declaration Phase	1
- Declaration Phase	2
- Demobilization Phase	3
DRC Roles and Responsibilities	3
- Mobilization and Deployment	3
- Logistics and the DRC	4
DRC Organization Chart	6
DRC Coordinator	7
DRC Deputy	7
DRC Administrative Operations Support	8
DRC Manager	9
Receptionist	10
Applicant Services Specialists	11
Crisis Counselor	11
Exit Interviewer	12
Small Business Administration (SBA)	12
Disaster Unemployment Assistance (DUA)	12
Disaster Legal Services	13
Mitigation	13
Individual and Household Program (IHP)	13
- Total IHP Assistance	14
State Representatives	14
Local Representatives	15
Voluntary and Faith-Based Organizations	15
Partnership and Organization	16

- State	17
- Local Government	17
- Non-governmental Organizations	17
- Joint Field Office	17
- FEMA Region	17
- Mitigation	17
- Preliminary Damage Assessments (PDA)	17
- Emergency Managers	17
Additional IHP Details	18
- Housing Assistance (HA) Program	18
Registration	18
Habitability Inspection	18
Preliminary Placement Interview (PPI)	19
Direct Housing Operations	19
Recertification	20
Sequence of Housing Options	20
Other Needs Assistance (ONA)	21
Reporting Requirements	21
DRC Processes and Checklists	23
Mobilization and Establishment	23
- Locating a DRC Pre-Event	23
- Opening a DRC Post-Event	23
DRC Manager Checklist for DRC Set-up/Opening	25
DRC Coordinator Event Preparation Checklist	27
- Pre-Event Preparation Checklist	27
- Checklist for DRC Manager Briefing	28
Transition Communication	29
Daily Operations Checklist	30
Communication	30
Issues and Concerns	33
Closing a DRC	33
DRC Closure Checklist	34
Post-Event Preparation Checklist	35
DRC Layout	36
Conference Call Format	38
- Remember to Mind Your Manners	38
Forms	39
- DRC Daily Log	39
- DRC Daily Situation Report	40
- Agency Daily Sign-In Roster	41

- Survivor Daily Sign-In Roster	42
- Disaster State Flyer	43
- DRC Tracking System	44

Community Response (CR)

CR Standard Operations Guide	SOG
------------------------------------	-----

CR Field Guide	1
Introduction to CR	1
Community Response Goals and Objectives	1
County Stages	1
Organization	1
CR Coordinator	2
Deputy CR Coordinator	2
Operations Coordinator	2
Administrative Operations Coordinator	2
Special Projects Coordinator	3
Field Supervisor	3
Team Leader	3
Field Worker	4
Planning	4
Daily Field Reports	5
Resources	5
CR Go Kit	7
Information from Emergency Managers	7
Become Knowledgeable about Assigned Area	7
Operations	8
Develop a Demographic Profile	8
Flyer Distribution	9
Speaking to the Public	11
- Handling your Presentation	11
- Key Presentation Points to Consider	12
Working with Disaster Recovery Centers (DRC)	13
Working with Housing Coordinators	13
CR Team Leader	14
- Daily Team Meetings	14
- Team Leader Situation Reports	14
- Conference Calls	14
- Vouchers and Time Sheets	15

- Before Leaving the JFO	15
- In the Field	16
CR Field Supervisor	17
- Before Leaving the JFO	17
- In the Field	17
- County Maintenance and Closing	18
Forms and Reports	18
- Team Leader Situation Report	19
- Team Leader Check List	20
- County Maintenance Form	21
- County Closeout Letter (Example)	22
- County Closeout Checklist	23

Unmet Needs

Introduction	1
Concept of Operations	1
- Types of Unmet Needs.....	2
- Criteria to Generate a Case	4
- Case Management	4
Roles and Responsibilities	6
- State Unmet Needs Coordinator	6
- State Unmet Needs Case Managers	7

Disaster Temporary Housing

See the Disaster Temporary Housing Section for Table of Contents

Stress Management Guide

Preface	v
Introduction	vii
Understanding the Stress Cycle	1
Common Stress Reactions	2
Extreme Stress Reactions	5
Managing Stress Before, During, & After an Event	7
Pre-Event Planning	7
During the Crisis—At the Scene	10
After the Crisis	12

Promoting a Positive Workplace Environment	13
Minimizing Stress	15
Self-Care for Crisis Response Professionals	17
Self Monitor for Signs of Stress	17
Minimizing Stress	18
References and Recommended Reading	23
Selected SAMHSA Resources	26
Internet Sites	27

Safety Guide

Introduction	1
General Safety after an Event	2
Personal Protective Equipment	3
Common Hazards	5
- Quick Reference Guide	5
- Heat Stress	8
- Food and Water	12
- Driving Safety	14
- Insects and Arachnids	15
■ Bees, Wasps, and Hornets	16
■ Fire Ants	17
■ Mosquitoes	18
■ Scorpions	19
■ Venomous Spiders	21
Venomous Snakes	25
Poisonous Plants	28
- Poison Ivy	29
- Poison Oak	29
- Poison Sumac	30
Aggressive Dogs	33
Heart Attack Symptoms	34
Flood Water Contact	35
Hygiene	38
Electrical Safety	40
- Downed Power Lines	40
- Generators	41
- Extension Cords	42
Traumatic Incident Stress	42
Eye Safety	47

If You Are Injured	50
- Three Points of Contact	50
- Emergency Phone Numbers	51

Training

Disability Etiquette	1
- Visual Impairments	1
- Physical Impairments	4
- Hearing Impairments	7
- Cognitive Impairments	7

Florida State Policies and Procedures

Code of Ethics.....	Ethics Tab
Equal Employment Opportunity	EEO Tab
Drug Free Workforce.....	Drug Free Tab
Smoking	Smoking Tab
Sexual Harassment	Sexual Harassment Tab
Violence in the Workforce	Workforce Violence Tab
Purchasing Card Manual.....	P-card Manual Tab
Travel.....	Travel Tab
Property Management	Property Tab
Safe Operations of Vehicles	Vehicle Safety Tab
Grooming and Attire	Grooming and Attire Tab
Computer Software and Internet	Technology Tab
Alternate Email	Alternate Email Tab
Telephone Communication	Communication Tab

Introduction

Serving the State of Florida...



Introduction

This manual was designed to aid Disaster Reservists that have been activated to the field. The idea behind the manual is to offer clarification on a number of topics that can affect you, as a Reservist. Each manual provides general information for all Reservists, but also presents guidelines for specific programs that a Reservist may be assigned to. It would be beneficial to review all the sections of the manual so that you have an understanding of the programs. The more information you have in the field, the better prepared you are for your assigned position.

Along with program and position descriptions, the manual supplies examples and tips on ways to be a successful Reservist. While the manual is the first place a Reservist can check to clarify information, please remember that you can also contact your supervisor for any further clarification. In the event of an emergency, safety concern, accident, or unexpected demobilization, notify your supervisor **immediately**. When in doubt, contact your supervisor for explanation.

In addition, included in the manual are general state policies and procedures that every Disaster Reservist is expected to comply with.

Disaster Reservist Program

The Disaster Reservist Program provides trained personnel immediately after an event to serve in Recovery functions. Reservists are state Other Personal Services (OPS) employees working on a temporary, intermittent basis. Reservists are a flexible pool of disaster staff that can function in many roles. Their primary roles are serving in Disaster Recovery Centers, Community Response Teams, and as Disaster Housing Coordinators due to the short term, non-specialized nature of these programs' tasks. OPS employees are hired in accordance with Chapter 60L-13, F.A.C.

Duty Assignments

Reservists are eligible for a variety of duties in the Joint Field Office (JFO) and disaster-impacted areas. The Deputy SERT Chief—Recovery, in conjunction with the appropriate Program Manager, will select the best qualified applicants to fill the necessary positions available for Reservists. The majority of Reservists will work in Individual Assistance (IA) programs. Listed below are the responsibilities related to the various IA programs that, as a Disaster Reservist, you may work with.

Individual Assistance (IA) Roles and Responsibilities

State Coordinating Officer (SCO) and Federal Coordinating Officer (FCO)

Both FCO and SCO are responsible for and authorized to oversee all federal and state assistance programs in a presidential disaster declaration.

Individual Assistance Branch Director (IA Branch Director)

The IA Branch Director is responsible for and authorized to oversee the Individual Assistance Programs including Preliminary Damage Assessments, Unmet Needs, Disaster Recovery Center Operations, Community Response and Disaster Housing. The Branch Director will establish, monitor, evaluate, and confirm that all operations are in accordance with the Incident Command System (ICS). Program coordinators will submit a daily activity report of all field operations for reporting at the SCO briefing.

Preliminary Damage Assessment Coordinator (PDA)

Immediately following an event, the PDA Coordinator works jointly with the impacted county to begin assessment of the damaged area. Teams consisting of state, Federal Emergency Management Agency (FEMA), Small Business Administration (SBA) and county representatives conduct the PDA and report all findings directly to the PDA Coordinator. Information gathered in the report is used to determine the impact and magnitude of damage to HOMES AND BUSINESSES and human needs in an affected community.

Disaster Recovery Center Coordinator (DRC Coordinator)

The DRC Coordinator is the principle state representative that is directly responsible for overseeing all Disaster Recovery Center operations within the disaster area to include opening, closing, staffing, phase down and all logistical issues for the DRCs.

Community Response Coordinator (CR)

Upon a declaration, the Community Response Coordinator will assign teams to each declared county to disseminate and collect information. The teams utilize disaster specific information and work to assist disaster affected communities and individuals in receiving the assistance to which they are eligible. This is accomplished by meeting with local citizens and leaders of the community to provide and distribute information and assistance throughout the affected area.

Disaster Housing Director

Upon a declaration, the Disaster Housing Program will begin identifying all available property throughout the impacted community. The Disaster Housing Teams work closely with the impacted county's EM Director, Long Term Recovery Offices (LTRO), cities, council members, and mayors to identify Housing and Urban Development homes, lodging, rental properties, large parcels of land, and other potential housing needs within a 50 miles radius to be utilized for the survivors seeking housing assistance.

Unmet Needs Coordinator

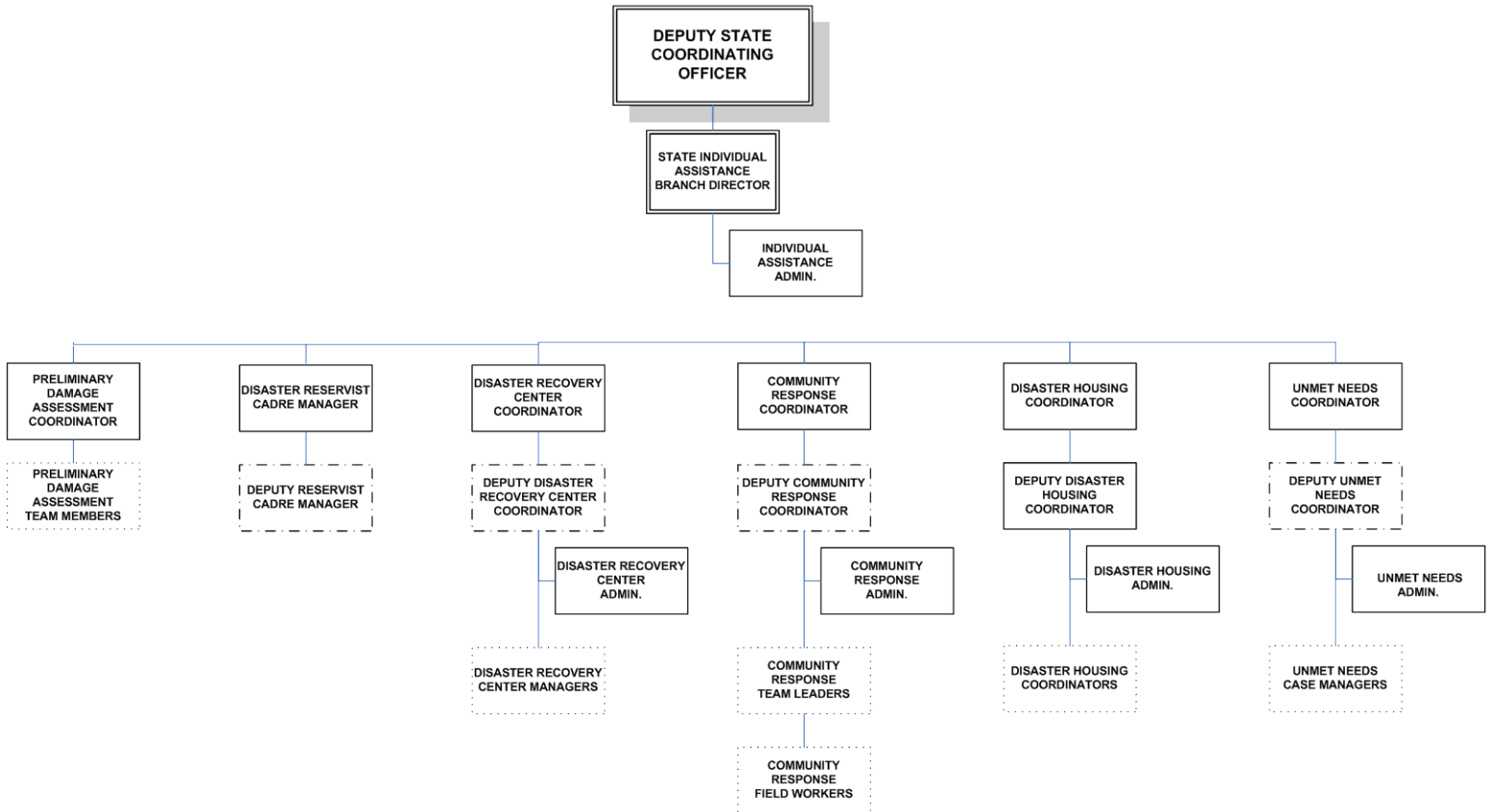
Once unmet needs have been identified, the coordinator will begin reaching out to numerous agencies and organizations to garner additional assistance to support the impacted community. This program provides assistance to the survivors with technical questions on the assistance process along with additional necessary documentation and status of their application. Critical needs of survivors are continually monitored throughout an event and well after other IA programs have demobilized.

Disaster Reservist Cadre Manager

The Disaster Reservist Cadre Manager supports Individual Assistance programs by coordinating the hiring, logistics, and training of Reservists. The Reservist cadre is comprised of individuals who can function in many roles. The Cadre Manager works with personnel to expedite the hiring of Reservists. Once the Reservists are hired, the Cadre Manager is responsible for organizing all transportation, lodging and the assignment of equipment. The Cadre Manager must also facilitate training for the Reservist and assign them to a specific program within Recovery. Once Reservists are assigned to a program, the Cadre Manager is responsible for tracking Reservists' field assignments until demobilization.

INDIVIDUAL ASSISTANCE ACTIVATION ORGANIZATIONAL CHART

2/23/2010



The Joint Field Office (JFO)

The JFO is a centralized office for administering, training, directing, and supporting teams in the field.

General Information Available from the JFO:

1. Information on the Joint Field Office (JFO) location
2. Copy of the declaration identifying the incident period (the official period during which assistance is available) and the area affected
3. Area of assignment
4. Disaster Recovery Center locations, staffing, and hours of operation
5. FEMA Tele-registration number
6. Helpline information number
7. Preliminary Damage Assessment (PDA) information
8. Dates of Federal and State meetings
9. Roster of Florida Division of Emergency Management staff
10. Chain of Command

Survivors' Reaction to a Disaster:

In the aftermath of a disaster, survivors experience a wide range of emotions. As a Disaster Reservist, you will be interacting with survivors on a regular basis, so it is important to be aware and sensitive to how they may react. It is imperative to remember that you are there to listen. **Even though you may have the best intentions, you are not a trained counselor.** If you feel a survivor needs more than an opportunity to vent or share their experience, you must assist them in locating a trained professional. You can contact your supervisor for aid in locating a counselor.

Psychologists have identified four phases that persons affected by a disaster typically experience. They are included here to help you understand changes in a persons' demeanor that may take place over the course of a disaster and that a Reservist must expect and plan for prior to an event:

- Heroic: From pre-impact or impact to about one week after the disaster. All emotions are strong and direct at this time. Individuals are likely to use their energy to save their own or others' lives and property.
- Honeymoon: From one week to two or three months after the disaster. There is a strong sense of having shared a catastrophe and survived. People expect great assistance from government agencies. Uplifted by the promise of help, they clear debris and remove wreckage.
- Disillusionment: From two months to one or two years after the event. Emotions include a sense of anger and disappointment, resentment and bitterness, if there are delays in assistance or unfulfilled promises of aid. Individuals concentrate on rebuilding their own lives and solving their own problems. The feeling of a strong community is lost; and
- Reconstruction: For several years after the disaster. People realize they must solve any problems in rebuilding their lives. Visible progress reaffirms belief in self and community. If recovery efforts are delayed, serious and intense emotional problems may result.

Stress:

Loosely defined, stress is the body's response to the day-to-day demands that are made on it. Stress is a normal part of life; it can have positive and negative sources and effects. Receiving a promotion, for example, can be as stressful as being laid off. Stress in moderate levels can serve as a wonderful motivator. In a disaster situation, workers and survivors alike may be strengthened by the vital contribution they can make during the recovery effort.

Disasters by their very nature are disruptive. Survivors experience tremendous losses, sometimes including injury and death of loved ones. Physically and emotionally, survivors—and to a lesser extent disaster workers—are dealing with upheavals in their normal routines. Sleeping, living arrangements, and eating habits are likely to be upset.

These changes may throw off a person's physical and mental equilibrium. Results may include feelings of anxiety, depression, agitation, apathy and anger. These feelings may cause people to behave differently than they would in ordinary circumstances.

Dealing with Stress

Dealing with a Stressed Survivor

As a Disaster Reservist, you need to be able to recognize stress-induced behavior in disaster survivors and identify key concepts that will help you respond to it in a positive manner.

1. **Develop the Art of Listening**
 - Focus attention on the individual
 - Avoid interruptions
 - Acknowledge what the individual has said
 - Offer encouraging feedback

2. **Establish rapport and empathy**
 - Respond to the individual with sensitivity and understanding
 - Avoid prejudgment
 - Offer reassurance and encouragement

It is important to recognize signs indicating that someone may be having difficulty dealing with the reality of the disaster. Often the best assistance you can offer is a referral to crisis counseling or voluntary agencies involved in counseling. Do not hesitate to make this referral.

Dealing with Your Own Stress

Like survivors, Reservists are likely to experience undue stress. The following steps may help workers to meet the rigorous demands on their minds, emotions and bodies:

- ✓ Eat three balanced meals daily and avoid snacking
- ✓ Get seven to eight hours of sleep each night
- ✓ Exercise 30 minutes at least three times a week
- ✓ Drink alcohol in moderation or not at all
- ✓ Talk with co-workers and family about your concerns; and
- ✓ Take a break from the disaster, physically and/or mentally

The services of the stress management personnel working on a disaster are available to workers as well as survivors.

Personnel and Finance

Here to support you...



Personnel and Finance

Rates of Pay

Compensation rates will be set at the time of hiring and are based on the individual's job assignment. The rate of pay will not change in the event you are requested to change positions. Other Personal Services (OPS) employees are paid for the actual number of hours they work. All hours worked in excess of 40 hours at the end of the workweek will be paid at one and one-half times the Reservist's hourly rate of pay. The workweek begins on Friday and ends on Thursday. In order to receive overtime pay, you must exceed 40 hours within the workweek.

Benefits Applicable to OPS Employees

- Social Security and Medicare taxes (i.e. Federal Insurance Contributions Act (FICA) or payroll taxes)
- Workers Compensation
- Unemployment Compensation
- Deferred Compensation (voluntary)

Benefits NOT Applicable to OPS Employees

- Any form of paid leave
- Paid holidays
- Participation in group insurance
- Participation in the Florida Retirement System
- Reinstatement rights or retention rights

Direct Deposit

It is strongly encouraged that Reservists complete and return their Direct Deposit form. Direct Deposit expedites the process of receiving your pay checks. It takes almost a month for the Direct Deposit to take effect. As a result, your first pay check will not be direct deposited into your account.

FLAIR

As a State of Florida employee, you have access to FLAIR where you have the ability to make inquiries into your payroll information, W-4 information and reimbursements (i.e. travel). FLAIR gives you the ability to verify money coming to you is correct and also post the date of which you should receive payments.

Step-by-Step Instructions for FLAIR

Go to <https://flair.dbf.state.fl.us/>. You will see the home page for FLAIR. This is where you will create your account.

Florida Accounting Information Resource (FLAIR)

This site best viewed using Internet Explorer

Step 1: New to Employees' Information Center

This site is intended for use by state employees, state agencies, state universities, community colleges, and vendors doing business with the State of Florida. Sites that are password protected are preceded by a key icon.

Vendors	State Employees	Miscellaneous Links	Universities & Community Colleges	FLAIR Information Warehouse
<p>Vendor Payment History Vendors who receive payments from the State can view payments made and associated invoice information. It is necessary to know the vendor identification number and month of payment.</p> <p>Consolidated Deductions Vendors who receive payments for deductions from employees' paychecks may download the supporting detail information.</p> <p>Form Vendors can print and fill out the direct deposit form and any others that may be available.</p>	<p>New to Employees' Information Center If you are new to the Employees' Information Center, you will need to register to gain access. This link will open the registration page in a new browser window.</p> <p>Employees' Information Center Sign-On</p> <ul style="list-style-type: none"> Earnings Statement W-4 Information Reimbursements Tuition Waiver <p>This link will open the employee signon page in a new browser window.</p> <p>Reset Password If you have forgotten your password, you may try to reset it. This link will open the reset password page in a new browser window.</p> <p>Password Revoked? You will need to use the password provided to you in the email that you received when you were revoked.</p> <p>Forms Employees can print and fill out the direct deposit form and any others that may be available.</p>	<p>FLAIR Education and Training FLAIR Education and Training offers a variety of courses for agency FLAIR users.</p>	<p>Tuition Waiver Verification The "Tuition Waiver Verification" web site is available. Please contact Bureau of State Payrolls to get setup with an account today. Requests should be sent via email to tuition_waiver@myfloridacfo.com</p> <p>First Time Logon Instructions This is an Adobe Acrobat PDF file (110K) and requires the free Acrobat Reader Software.</p> <p>Change Password Instructions This is an Adobe Acrobat PDF file (87K) and requires the free Acrobat Reader Software.</p>	<p>Information Warehouse Menu This link will open the menu in a new browser window.</p> <p>MRE License Required This link will open MRE in a new browser window.</p> <p>MRE User Set Up Information This is an Adobe Acrobat PDF file (101K) and requires the free Acrobat Reader Software.</p> <p>Get Acrobat Reader</p>


DIS Helpdesk -Access to the DIS Helpdesk web site.
FLAIR Host Logon-Access to 3270 logon screens for FLAIR and FOCUS. [Instructions](#) can be found here. ** This option is only available via the DMS Metropolitan Area Network (MAN). ** For questions about the MAN, please call the DIS Helpdesk @ (850)413-3190.

Registration, State of Florida Employee Information Center - Windows Internet Explorer

https://apps.fldfs.com/EIC/EmployeeInfoCenter/Register.aspx

File >> Convert Select

Registration, State of Florida Employee Information C...



Florida Department of Financial Services

Registration

The following information is needed for registration.

To ensure an accurate match, please include your entire last name as well as any hyphenated name or suffix that is included when filing your federal taxes.

Last 5 of SSN:

Last Name:

Birth Date:

(99/99/9999)

State Payrolls
200 E. Gaines Street
Tallahassee, FL 32399-0356
DIS Helpdesk: (850) 413-3190
E-mail: web_e_stmt@myfloridacfo.com


Step 2: Enter your last 5 digits of your Social Security Number, Last Name and Date of Birth

Registration, State of Florida Employee Information Center - Windows Internet Explorer

https://apps.fldfs.com/EIC/EmployeeInfoCenter/Register.aspx

File >> Convert Select

Registration, State of Florida Employee Information C...



Florida Department of Financial Services

Registration

The following information is needed for registration.

To ensure an accurate match, please include your entire last name as well as any hyphenated name or suffix that is included when filing your federal taxes.

Last 5 of SSN:

Last Name:

Birth Date:

(99/99/9999)

User Name

- Your user name must be between 7 and 15 characters
- Valid characters for your user name are letters, numbers, and underscores (_)

Desired User Name:

YOUR PASSWORD AND SECURITY QUESTION ANSWER MUST BE ENTERED **EXACTLY** HOW YOU ORIGINALLY CREATED IT. USE ANSWERS YOU WILL REMEMBER AND ALWAYS VERIFY SPELLING **CORRECTNESS** AT TIME OF REGISTRATION.

Question Answers

Step 3: Select a desired User Name and check its availability (I.e. JSmith, or JohnS).

Step 4: Select 3 Security Questions and provide answers.

Your Security Questions

1.	<input type="text"/>	Answer:	<input type="text"/>
2.	<input type="text"/>	Answer:	<input type="text"/>
3.	<input type="text"/>	Answer:	<input type="text"/>

Password

- Your password must be eight (8) characters
- Your password must begin with a letter
- Your password must contain at least one (1) number
- Your password may not contain spaces
- Your password may not contain any of the following characters: ^ = " { }
- The first three characters of your password must be different from each other
- Your password will not be case sensitive
- We recommend that your password contain at least one special character (such as \$, @, %,)

Enter a Password for Your Account

Password Re-enter Password

Your E-mail Address

I do not have an E-Mail Address.

Continue

Step 5: Create a password

Once you have completed all required fields you will be taken to the FLAIR Log in page.

Employee Login, State of Florida Employee Information Center - Windows Internet Explorer

https://apps.fldfs.com/EIC/EmployeeInfoCenter/default.aspx

Florida Department of Financial Services

Welcome to the State of Florida Employees' Information Center

This site will provide you the ability to make inquiries into your payroll information, W-4 information, reimbursements (i.e. travel and flexible benefits) and verify yourself for tuition waiver. The information is updated each evening for current day payments.

AS STATE CHIEF FINANCIAL OFFICER, I OVERSEE STATE SPENDING. PLEASE HELP ME IDENTIFY ANY INSTANCE OF FRAUD, ABUSE, OR WASTE SO IT CAN BE ADDRESSED AND ELIMINATED. THIS CAN BE DONE USING THE TOLL-FREE HOTLINE, 1-800-GET-LEAN. YOU DO NOT HAVE TO GIVE YOUR NAME. THANK YOU FOR YOUR HELP. ALEX SINK

The password is what you have set up when you registered. If you have not yet registered, please click on the registration link on the home page for registration.

The State of Florida is committed to protecting your privacy. It is your responsibility to ensure our safeguards are effective by utilizing firewalls and anti-virus software, monitoring system updates, and not sharing logins or passwords with third-parties. Please take the time to visit www.secureflorida.org before entering confidential information.

This site requires Adobe Reader. If you do not already have Adobe Reader

Log In

User Name:

Password:

Log In

[Forgot Password](#)

[Forgot User Name](#)

VeriSign Secured

Step 6: Enter your User Name and Password

If you have forgotten your password, click here and follow the instructions.

If you have forgotten your password:

Reset Password, State of Florida Employee Information Center - Windows Internet Explorer

https://apps.fldfs.com/EIC/EmployeeInfoCenter/ResetPassword.aspx

Florida Department of Financial Services

The following information is needed to reset your password.

User Name:

Birth Date:
(99/99/9999)

State Payrolls
200 E. Gaines Street
Tallahassee, FL 32399-0356
DIS Helpdesk: (850) 413-3190
E-mail: web_e_stmt@myfloridacfo.com

Enter your User Name and Date of Birth

Reset Password, State of Florida Employee Information Center - Windows Internet Explorer

https://apps.fldfs.com/EIC/EmployeeInfoCenter/ResetPassword.aspx

Florida Department of Financial Services

The following information is needed to reset your password.

User Name: *

Birth Date: *
(99/99/9999)

What is your mothers maiden name?

Answer Question

State Payrolls
200 E. Gaines Street
Tallahassee, FL 32399-0356
DIS Helpdesk: (850) 413-3190
E-mail: web_e_stmt@myfloridacfo.com

Answer your Security Question and press reset

Change Password, State of Florida Employee Information Center - Windows Internet Explorer

https://apps.fldfs.com/EIC/EmployeeInfoCenter/ChangePassword.aspx?return=EmployeeMainMenu

Florida Department of Financial Services

Main Menu Login

Change Password

Password

- Your password must be eight (8) characters
- Your password must begin with a letter
- Your password must contain at least one (1) number
- Your password may not contain spaces
- Your password may not contain any of the following characters: ^ = * { }
- The first three characters of your password must be different from each other
- Your password will not be case sensitive
- We recommend that your password contain at least one special character (such as: \$, @, %)

Enter a new password

Password Re-enter Password

State Payrolls
200 E. Gaines Street
Tallahassee, FL 32399-0356
DIS Helpdesk: (850) 413-3190
E-mail: web_e_stmt@myfloridacfo.com

Create a new password and continue

Success Page, State of Florida Employee Information Center - Windows Internet Explorer

https://apps.fldfs.com/EIC/SuccessPage.aspx?message=PasswordChangeSuccess&return=EmployeeMainMenu

Florida Department of Financial Services

Main Menu Logout

Earnings Statement Message

Your password has been changed successfully.

State Payrolls
200 E. Gaines Street
Tallahassee, FL 32399-0356
DIS Helpdesk: (850) 413-3190
E-mail: web_e_stmt@myfloridacfo.com

And continue

If you have forgotten your User Name

Retrieve User Name, State of Florida Employee Information Center - Windows Internet Explorer

https://apps.fldfs.com/EIC/EmployeeInfoCenter/RetrieveLogonName.aspx

Florida Department of Financial Services

Main Menu Login

The following information is needed to retrieve your user name.

To ensure an accurate match, please include your entire last name as well as any hyphenated name or suffix that is included when filing your federal taxes.

Last 5 of SSN:

Last Name:

Birth Date:
(99/99/9999)

Back Continue

Enter your SSN, Last Name and Date of Birth

State Payrolls
200 E. Gaines Street
Tallahassee, FL 32399-0356
DIS Helpdesk: (850) 413-3190
E-mail: web_e_stmt@mvlfloridacfo.com

Once you have retrieved your User Name you will be able to go to the home page and Log In. The following items will be viewable once you have properly logged in.

Employees' Main Menu - Windows Internet Explorer

https://apps.fldfs.com/EIC/EmployeeInfoCenter/EmployeeMainMenu.aspx

Florida Department of Financial Services

Main Menu Logout

Employees' Main Menu

When you select the earnings statement you want to view, you will see a message that asks if you want to open or save the file. Click OPEN. The earnings statement may take a few seconds to display on your screen as an Adobe document so please be patient.

[Current Earnings Statement](#) - Check your most current salary payment from the state. Please remember that the information is not available until the actual pay date.

[Past Earnings Statements](#) - Check your past salary payments from the state.

[W-4 Information](#) - W-4 information is available to verify addresses and pertinent withholding information. If a change is needed, contact your agency's personnel office. Employees whose addresses are exempt from public disclosure will not be able to view their W-4 information on this website. You may be able to view this information on the People website at peoplefirst.myflorida.com. If not, you will need to contact your personnel office.

[Employee Reimbursements](#) - Check to see your reimbursements such as travel, DSGI Reimbursement Claims (Medical, Child Care), etc. If payments appear to be missing, please call the contact number provided on the report. Some payments may be processed using a different Vendor ID number.

[Tuition Waiver Verification](#) - Check verification status.

[Change Profile Information](#) - Change your password, your security question/answer, or your email address.

[Invest Now - Relax Later](#) - Additional Retirement Savings, enroll in a program offered by the State of Florida that allows for additional retirement savings.

Get Adobe Reader You must have Adobe Reader installed to view your earnings statement. Adobe Reader is available for download at <http://www.adobe.com/products/acrobat/readstep2.html>

To logout, simply click here

Click on following links to obtain your payroll information.

State Payrolls
200 E. Gaines Street
Tallahassee, FL 32399-0356
DIS Helpdesk: (850) 413-3190
E-mail: web_e_stmt@mvlfloridacfo.com

FLAIR is a tool easily accessed from the internet. If you are unable to access your account after resetting your password and/or retrieving your User Name, do not hesitate to contact your program coordinator.

Reporting Accidents

All accidents, injuries and significant events shall be verbally communicated to the Deputy State Coordinating Officer immediately, **via the Chain of Command** on a 24-hour basis. Other similar, but less serious events shall be reported to the same office no later than the end of the employee's shift, via the Chain of Command.

Definitions:

- Accidents: vehicular or industrial accidents involving injury or damage.
- Injuries: Any employee injury requiring more than basic office first aid. Personnel are reminded to follow the Workers' Compensation Policy to ensure proper medical coverage for an on-duty injury.
- Significant Events: Any event that may result in the formal discipline of an employee, an event that may be an embarrassment to the Division or the State, an employee (or their family) in crisis.

See the Florida Policy Section for Workers Compensation, Equal Employment Opportunity, Code of Ethics, Drug-Free Workplace, Sexual Harassment, and Violence in the Workforce policies.

Purchasing Card (P-Card)

A state P-Card is similar to a credit card and is paid for by the state. The P-Card can only be used for very specific charges. As the cardholder you are responsible for the proper use of the P-Card in accordance with state law and the Department of Community Affairs' (DCA) policies and procedures. If you use your card improperly, then you will have to reimburse the state.

You have the option to decline or accept the P-Card. However, if you decline the card, then you will not be eligible for any travel advances or charging to DCA's central billing accounts. As a result, it is recommended that all Reservists use the P-Card. Before receiving your P-Card, any outstanding advances must be resolved.

Once you have your P-Card, you must remember to keep all the original receipts for every charge made on the card. Every receipt must be legible in order to audit and process the charges. Copies of all receipts must be submitted to the travel unit within 24 hours of the charge. Each receipt must be signed and dated with the date the charge took place. Original receipt will be turned in every two weeks with your travel voucher. **Make sure that you keep a copy of every receipt for your personal records.**

Allowed P-Card Purchases

- There are only two types of parking that are allowed to be charged to your P-Card - mandatory parking at hotels and airport parking. NO VALET PARKING.
- Hotel Room Charges – You may only charge the cost of the room and mandatory hotel parking to your P-Card.
 1. When checking into the hotel, ask for tax exemption. The tax exemption number is on the front of your P-Card.
 2. Also ask that your room charge and mandatory parking (if any) be put on a separate account from any other charges (non-mandatory valet parking, room service, phone charges, internet charges, hotel restaurant charges, safe charges, movies, etc.). The non-mandatory charges will be charged to your personal card or paid with cash.
 3. If you are going to stay in the hotel room for an extended period of time (two weeks or longer) find out when the hotel will charge your card. Some will charge weekly, bi-weekly and upon your checkout. This can affect your compliance to procedure.
 4. When checking out, LOOK AT YOUR RECEIPT to verify that the hotel has charged you properly. Confirm that the only charges to your P-Card are the room and mandatory parking. If the hotel has charged your P-Card incorrectly, DO NOT LEAVE until a credit has been issued to your P-Card. Obtain the original receipt with the invalid charges and the original credit receipt from the hotel.
- Airfare Charges – It is your responsibility to find the most economical fare possible.
 1. If you have previously used our central billing account with Alpha to make your airfare arrangements, be sure to tell them to change your ID in their system and not charge our billing account. The charges instead should be placed on your P-Card.
 2. If you book your flight over the phone or online, make sure to obtain a print out of your confirmation and receipt.
 3. All receipts must have a detailed breakdown of charges and must show which vendor you are conducting business with.
- Avis Car Rentals – If you have previously rented a car on our Avis central billing account, be sure to tell them to change your Wizard ID and not charge our central billing account. Instead, all charges should be placed on your P-Card.
 1. Make sure to rent the Class B compact car for \$25.75 per day (state rate). If a larger car is needed, you must have pre-approval from your supervisor. A justification is required in writing when you submit your receipt for processing.
- Gasoline – You may only use the P-Card for gas purchases for your Avis car rentals.
 1. If you use a state owned car, you must use the state gas card that is issued to that vehicle.
 2. If you use a personal vehicle, you will be reimbursed at the state rate of 44.5 cents per mile.(Must have supervisor's approval)

3. Try to use well known companies such as BP, Chevron or Shell because they are in our accounting system.
4. The receipt for gas purchases must show price per gallon, total gallons, and total amount of gas purchased. If the electricity is out and you have purchased gas on the P-Card, you must write out your receipt. The hand written copy must show all of the details that the normal receipt would show.

Do not tape over or highlight the receipt because this will make the ink disappear. It is your responsibility to ensure that all receipts are legible for auditing.

Prohibited P-Card Purchases

- NO MEALS
- NO ROOM SERVICE
- NO MOVIES
- NO LAUNDRY
- NO GIFTS
- NO INTERNET OR TELEPHONE CHARGES. If these are legitimate business expenses then you will be reimbursed for them when you turn in your completed travel voucher.
- NO TOLLS
- NO MAPS
- NO SUPPLIES
- ABSOLUTELY NO PERSONAL ITEMS OR USAGE

Mistaken Charges on the P-card

If an erroneous charge appears on your card and it is not a valid charge, you must contact the vendor immediately to have them issue a credit to your P-Card. If the vendor refuses to issue a credit, then you must contact your P-Card administrator to dispute the charge. As an agency, we have a total of sixty (60) calendar days to dispute a charge with the bank. It is vital for you to be aware of the charges on your P-Card and dispute them as soon as possible, if necessary. If the charge in question is invalid and you failed to get a credit from the vendor and failed to dispute it timely, you will have to reimburse the state for the amount in question. It does not matter how much the charge is or the circumstances of the situation.

Penalties for not following Proper Procedure

One Mistake Rule – If you allow your card to be charged with improper charges, you will have to reimburse the state. When the charge is audited by Finance & Accounting, your profile will be placed in our file for monitoring. If you make another mistake your card will be taken away. This means, from then on, all of your legitimate travel expenses will be paid out of your pocket and you will be reimbursed once your travel is submitted to and audited by Finance & Accounting. You will not get your P-Card back and you are not eligible for advances or central billing. It is imperative for you to use your card responsibly because you will be held accountable for all charges. It is a great tool if used properly.

See the Florida Policy Section for P-Card Manual.

Time and Travel

Making the hours count...



Travel and Timesheets

Travel Status

To be on travel status, an employee must meet two conditions: 1) the employee's work headquarters must be 50 miles or greater away from their home and 2) the employee requires lodging away from home. If you are on travel status, you have the option to stay at a hotel or base camp provided by the state or with family/friends. If you elect to stay with family/friends, you will be given an \$80 per diem and may not claim any lodging expenses. If you utilize the hotel or base camp, then you will not receive per diem but will be paid meals. Meal entitlement is as follows:

Breakfast –	\$6.00
Lunch –	\$11.00
<u>Dinner -</u>	<u>\$19.00</u>
Total	\$36.00

Hotel Stay

If you are working within 50 miles of your home, a hotel is not provided by the state and you are not considered on travel status. If you are working more than 50 miles from where you live, you may choose to stay in a hotel if one is available. Hotels are covered by the state and are paid for on your P-Card. Though hotel accommodations may be booked for you by the state, there will be times when you are responsible for booking your own hotel. While the state does not require you to stay in a particular hotel, it required to be in a central location to where you are working and be under \$100.00. Remember that you must “voucher out” every two weeks. This means you need to check out of your hotel and either check back into the same hotel or change hotels. Either way, there must be a separate hotel receipt for every two weeks stay in a hotel. Make sure you check each receipt before leaving the hotel to be certain that the bill is zeroed out.

Car Rental

The State of Florida has a contract with Avis for all car rentals. When renting a car, notify Avis that the car needs to be rented under the state contract. Under the this contract you, will be given a compact car. **You may not request a larger car unless you have prior permission from your supervisor.** If Avis does not have a compact car available then you may be given a different-sized vehicle. If that is the case, the vehicle must still be charged as a compact car per the contract deal. This fact must be verified before you accept the larger vehicle. Be sure to check all rental receipts for your returned car before you leave Avis. Remember to “voucher out” all car rentals every two weeks. This means that your rental must be turned in and re-rented every two weeks.

See the Florida Policy Section for Mandatory Seatbelts and Safe Operation of Vehicles policy.

Leaving your assigned county

You must have permission **in advance** from your supervisor to leave your assigned county. This is an important safety concern. Once you have permission to leave the county, you are required to call your supervisor both before you leave and once you have arrived to your destination. This guarantees that your supervisor knows you have arrived safely and there are no concerns. From the time it takes you to leave your location and arrive at your destination, you are considered “in travel” or are on a “travel day.” This means that you are leaving the county and will be on the road for a set period of time. The practice of checking in with your supervisor when in travel applies in the event of an emergency where you must leave your role as a Reservist or in the event of a permitted leave from your duties. It is imperative that your supervisor knows where you are in the state whenever you are activated as a Disaster Reservist.

Leave from Duty

Initially, all Reservists will be working nontraditional hours 7 days a week. The length of an event can vary, so leave from duty is a possibility. You must have permission from your supervisor in advance to take any leave time from work. If you are not working for more than 24 hours, you must return your rental car and check out of your hotel. All requests for leave will be handled on a case by case basis and will only be authorized in two week increments.

Vouchers

A voucher documents the money spent while activated in the field. The voucher indicates how the money has been spent and what portion the state needs to reimburse you. **A traveler must submit a voucher at least every 14 days.**

Items Needed for a Complete Voucher

- Receipts – attach copies of ALL receipts to your voucher before submitting. Make sure to only submit receipts for dates on the current voucher.
 - Keep all receipts in one secure place (you do not need to maintain food receipts because you are paid meals).
 - Look at your receipt **before** leaving that location. **There should be NO tax added to any Avis or hotel bill if paid with your P-Card.**
 - Exemption number – 85-8012631621C-3
 - Make sure all receipts are legible.
 1. **Gas** receipts include gallons pumped, price per gallon, date of purchase, method of payment, vendor name and total amount tendered.
 2. **Hotel** receipts are at a zero balance (zeroed out) and includes hotel name, dates of stay, method of payment and amount.
 3. **Laundry** receipts include amount, weight of laundry in pounds, vendor name, and date.
 - **If handwritten, vendor name must be present (preferably logo or stamp) and signed by a vendor representative for receipt to be valid and reimbursed.
 4. **Toll** receipts include date and amount.
 5. **Car Rental** receipts are at a zero balance (zeroed out) and include method of payment, dates opened and returned and amount.

- When on continuous travel, make sure you zero out your rental car bill the day before you zero out your hotel bill. This is to ensure that the dates on the voucher match the receipts.
- Make copies of all receipts for your records.
- Remember to get a receipt even if payment was made by someone else.
- Advance Letter – if you have an advance, then you need to attach a copy of the letter explaining the advance to every voucher.

Step by Step How to Fill Out a Voucher – What Goes in Each Section

The first rule to remember before filling out your voucher is to **never use any acronyms on the voucher**. Always spell out every program title. Also note that some columns in the voucher will automatically calculate the numbers for you once every section of the voucher has been completed. When you are done filling out your voucher, go back and make sure that the calculations are correct and have been entered.

The Top Information Section: **In this section**, information in light blue does not need to be completed on the voucher unless you have an advance.

- **Request Date** – If you have filled out your own Request for Travel Authorization (RTA), then input the date you requested travel. If you did not fill out your RTA, then input the last date you have on the voucher.
- **Name** - Enter your full name.
- **ID Number** - On the first voucher put your full Social Security number. If you are on continuous travel, after that first voucher, you can just input the last 4 digits of your social security number
- **Agency** – Fill in “Division of Emergency Management”
- **Bureau/Area** – Input “Recovery”
- **Unit** – Enter in “Disaster Reservist Program”
- **Departure Date** – Fill in the first date of this voucher
- **Departure Time** – Enter in the time you left your house or the hotel on the first day of the voucher.
- **Return Date** – Input the last date of the voucher
- **Return Time** – Enter the time you arrived home or back to your hotel on the last day of your voucher.
- **# of Days** – Enter the number of days covered on this voucher for reimbursement
- **# of Nights** – Enter the number of nights covered on this voucher for reimbursement
- **Official Headquarters** – If you are working in Community Response (CR), then enter the city that you are having your daily meeting with your team leader. If you are working in a Disaster Recovery Center (DRC), enter the city where the DRC is located.
- **Type of Traveler** – Input “OPS Employee”
- **Type of Travel** – Fill in “Recovery”
- **Residence (City)** – Enter the city where you permanently live at home

* If you have an advance, you must enter the following:

- **Revolving Fund** – Enter the word “Advance”
- **Check No** – Put in the check number
- **Check Date** – Input the check date
- **Amount** – Enter the dollar amount of the check

Travel Daily Summary:

- **Date** – Enter each date you are requesting reimbursement for on this voucher
- **Hour of Departure or Hour of Return** – Input the time you left your home or hotel on the first day of the voucher. Then enter the time you arrived back to your home or hotel on the last day listed on the voucher.
- **From (Point of Origin)** – Enter the city you start from each day
- **To (Destination)** – If it is a travel day, then enter the name of the city that you ended your day in. If you are working in the same area and you are returning to the same city that day, then enter the word “Vicinity.”
- **Class A&B Meals** – You will calculate your time, using the Meal Clock, to determine what meals you are eligible to be reimbursed for and enter the amount. Whenever you are “vouchering out” **to go home** for demobilization or approved leave, you do not receive payment for meals the last travel day home. On that travel day, you will receive per diem. For that day only, you leave this section blank and enter the per diem amount in the Per Diem column. If you are staying with friends/family, you only receive compensation for meals and this column will be left blank.
- **Lodging** – If you are paying for your hotel with your P-Card, enter the word “P-Card” on the first and last day entered on the voucher. If you are paying for a hotel out of your own pocket, enter the amount of the hotel for each individual day. If you are staying with friends/family, enter the word “COMP”, and explain that you are staying with friends/family in the justification section.
- **Per Diem** – You only receive per diem if you are staying in a hotel on the day that you are traveling back to your home for demobilization or an approved leave. When this occurs, you calculate your time using the Meal Clock and enter it on the last day. If you are staying with friends/family, you will enter in your calculated per diem for everyday.
- **Mode** – If you have a rental car, you will enter Avis on the first and last day. If you are using a state vehicle or your personal car, then you will enter that information in this section.
- **Mode Total** – If you paid for the rental car with your P-Card, enter the word “P-Card” on the first and last day entered. If your rental was paid on the E-card then input “Central Billing”. If you paid for your rental car out of your own pocket, enter the amount of the car for each individual day.
- **Map Vicinity Amount** – The miles entered in the previous two columns, Map Mileage and Vicinity Mileage, will be multiplied by .445 and entered.
- **Other Expenses (Summary of Itemized Expenses)** - In this section, you will total the amount you spent out of your pocket per day and enter that amount. For

example, you may add up the laundry, tolls, parking, telephone, faxes, copies, internet, etc for that day and input the total. For everything calculated, you must show a receipt at the end of the voucher.

- **Summary Totals** – Make sure the voucher automatically totals the sum of all the columns in this section.
- **Less Advance Received** – If you have an advance, input the amount of the advance. If you do not have an advance, leave this space blank.
- **Less Non-Reimbursable** – When the voucher is complete, make sure the voucher automatically calculates all non-reimbursable items charged on the P-Card.
- **Net Amount to Traveler and Net Amount to State** will be calculated automatically. The formula for this is the summary total minus the non-reimbursable items. If you have an advance, the formula is the advance received minus the summary total plus the non-reimbursable items.
- **Purpose of Travel & Benefit to the State** – Input “Mission Critical”, the name of the program you are working in, and the event name and disaster number. When writing the disaster number do not use “DR” and then the number. DR is considered an acronym. Simply put the name and number of the disaster. If you are in the field longer then 14 days and thus doing more then one voucher, you must put that you are on continuous travel in this section (see the voucher example).
- **Justification** – This section is for you to explain anything out of the ordinary that may not be understood by looking at the voucher (see voucher example).

If you filled out an RTA to request travel, enter the RTA date. Otherwise, enter the current date.

You must note any change in location.

The very first travel day meals are based off the time you leave your home to the time you arrive to your assigned destination. See the Meal Clock to calculate the amount.

Total the amount you personally spent for business that day and enter it in this column.

162													
	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Request Date	Name	ID Number	Agency	Bureau / Area	Unit			Revolving Fund:		Advance:		
2	10/07/08	John Smith	1234	Division of Emergency Management	Recovery	Disaster Reservist Program			Revolving Fund:		Warrant No.:		
3	Departure Date	Departure Time	Return Date	Return Time	# of Days	# of Flights	Official Headquarters	Check No.:		0	Warrant Date:		
4	10/11/08	10:00 AM	10/24/08	7:00 PM	14	13	Tallahassee	Check Date:		/ /	Statewide Doc. No.:		
5	Type of Traveler		Type of Travel		Residence (City):			Agency Voucher No.:		0	Agency Voucher No.:		
6	OPS Employee		Recovery		Orlando			Amount:					
7	Travel Daily Summary												
	Date	Hour of Departure or Hour of Return	From (Point of Origin)	To (Destination)	Class A&B Meals	Lodging	Per Diem	Mode	Mode Total	Privately Owned Vehicle Map Mileage	Privately Owned Vehicle Vicinity Mileage	Map & Vicinity Amount	Other Expenses (Summary of Itemized Expenses)
9	10/11/2008	10:00 AM	Orlando	Tallahassee	\$ 30.00	Pcard		AVIS	Pcard		13	\$ 5.78	\$ 6.25
10	10/12/2008		Tallahassee	Vicinity	\$ 36.00							\$ -	
11	10/13/2008		Tallahassee	Vicinity	\$ 36.00							\$ -	
12	10/14/2008		Tallahassee	Vicinity	\$ 36.00							\$ -	
13	10/15/2008		Tallahassee	Vicinity	\$ 36.00							\$ -	
14	10/16/2008		Tallahassee	Vicinity	\$ 36.00							\$ -	
15	10/17/2008		Tallahassee	Vicinity	\$ 36.00							\$ -	
16	10/18/2008		Tallahassee	Pensacola	\$ 36.00							\$ -	
17	10/19/2008		Pensacola	Vicinity	\$ 36.00							\$ -	
18	10/20/2008		Pensacola	Vicinity	\$ 36.00							\$ -	\$ 46.27
19	10/21/2008		Pensacola	Vicinity	\$ 36.00							\$ -	
20	10/22/2008		Pensacola	Vicinity	\$ 36.00							\$ -	
21	10/23/2008		Pensacola	Vicinity	\$ 36.00							\$ -	
22	10/24/2008	7:00PM	Pensacola	Orlando			\$ 60.00	AVIS	Pcard			\$ -	
23												\$ -	
24												\$ -	
25												\$ -	
26												\$ -	
27												\$ -	
28												\$ -	
29												\$ -	
30												\$ -	
31	Total				\$ 462.00	\$ -	\$ 60.00		\$ -	0	13	\$ 5.78	\$ 52.52
32	Purpose of Travel & Benefit to State											Summary Total	\$ 580.30
33												LESS ADVANCE RECEIVED	\$ -
34												Less Non-Reimbursable Items included on Purchasing Card	\$ -

When you have a travel day back to your home you do not receive pay for meals. Instead you receive per diem based on the time you leave and arrive home for that day. See the Meal Clock to calculate.

If you do not have a rental car because you are riding with another Reservist, put "COMP." Explain why you do not have a rental and who you are riding with in the justification section. Example – "Vehicle provided by co-worker John Smith."

The only vicinity miles entered will be for the drive to and from your home AVIS to pick up and return your rental.

Request Date	Name	ID Number	Agency	Bureau / Area	Unit	Revolving Fund:		Advance:	
10/07/08	John Smith	1234	Division of Emergency Management	Recovery	Disaster Reserivist Program	Revolving Fund:		Warrant No.:	
Departure Date	Departure Time	Return Date	Return Time	# of Days	# of Nights	Official Headquarters	Check No.:	0	Warrant Date:
10/11/08	10:00 AM	10/24/08	7:00 PM	14	13	Tallahassee	Check Date:	/ /	Statewide Doc. No.:
Type of Traveler	Type of Travel		Residence (City):		Agency Voucher No.:		0	Agency Voucher No.:	
OPS Employee	Recovery		Orlando		Amount				

Travel Daily Summary

Date	Hour of Departure or Hour of Return	From (Point of Origin)	To (Destination)	Class A&B Meals	Lodging	Per Diem	Mode	Mode Total	Privately Owned Vehicle Map Mileage	Privately Owned Vehicle Vicinity Mileage	Map & Vicinity Amount	Other Expenses (Summary of Itemized Expenses)
10/11/2008	10:00 AM	Orlando	Tallahassee	\$ 30.00	Pcard		AVIS	Pcard		13	\$ 5.78	\$ 6.25
10/12/2008		Tallahassee	Vicinity	\$ 36.00							\$ -	
10/13/2008		Tallahassee	Vicinity	\$ 36.00							\$ -	
10/14/2008		Tallahassee	Vicinity	\$ 36.00							\$ -	
10/15/2008		Tallahassee	Vicinity	\$ 36.00							\$ -	
10/16/2008		Tallahassee	Vicinity	\$ 36.00							\$ -	
10/17/2008		Tallahassee	Vicinity	\$ 36.00							\$ -	
10/18/2008		Tallahassee	Pensacola	\$ 36.00							\$ -	
10/19/2008		Pensacola	Vicinity	\$ 36.00							\$ -	
10/20/2008		Pensacola	Vicinity	\$ 36.00							\$ -	\$ 46.27
10/21/2008		Pensacola	Vicinity	\$ 36.00							\$ -	
10/22/2008		Pensacola	Vicinity	\$ 36.00							\$ -	
10/23/2008		Pensacola	Vicinity	\$ 36.00	Pcard	\$ 60.00	AVIS	Pcard			\$ -	
10/24/2008	7:00PM	Pensacola	Orlando								\$ -	
											\$ -	
											\$ -	
											\$ -	
											\$ -	
											\$ -	
											\$ -	
											\$ -	
											\$ -	
											\$ -	
											\$ -	
											\$ -	
											\$ -	
											\$ -	
											\$ -	
Total				\$ 462.00	\$ -	\$ 60.00		\$ -	0	13	\$ 5.78	\$ 52.52

Purpose of Travel & Benefit to State	Summary Total	\$ 580.30
	LESS ADVANCE RECEIVED	\$ -
	Less Non-Reimbursable Items included on Purchasing Card	\$ -
	NET AMOUNT DUE TO THE TRAVELER	\$ 580.30
		NET AMOUNT DUE TO THE STATE \$ -

Justification:
 Marriot Residence Inn increased price from State rate to \$110 on 10/15 due to Florida State University game weekend.

I hereby certify or affirm and declare that this claim for reimbursement is true and correct in every material matter; that the travel expenses were actually incurred by me as necessary in the performance of official duties; that per diem claimed has been appropriately reduced by any meals or lodging included in the convention or conference registration fees claimed by me, and that this voucher conforms in every respect with the requirements of Section 112.061, Florida Statutes.	Pursuant to Section 112.061(3)(a), Florida Statutes, I hereby certify or affirm that to the best of my knowledge the travel was on official business of the State of Florida and was for the purposes(s) stated above.
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TRAVELERS SIGNATURE, TITLE & DATE:	SUPERVISOR'S SIGNATURE, TITLE & DATE:
------------------------------------	---------------------------------------

In this section, you will explain what mission critical job you are working in and the event name and number. If you are activated for more then 14 days and thus will be doing more then one voucher, you must explain that you are on continuous travel. Example – "Mission critical work as a Disaster Recovery Center team member on continuous travel for Hurricane Jamie 2121."

This section provides you with the opportunity to explain anything that may be out of the ordinary. For example – the reason a hotel costs more then \$100, why you did not need a rental car or if Avis gave you something different than a compact car etc.

Travel Performed by Common Carrier or State Vehicle:

Input any items (hotel, car rentals, or airlines tickets) paid by the state directly. This means **not** paid using your P-card or out of your pocket. If the bill was paid on the state E-card or through central billing, enter the information in this section.

State of Florida Purchasing Card Charges:

Input all charges made on your P-Card. You must list individual charges on separate lines, even if the charges were made on the same day.

Leave this section blank unless you have charges made on the E-card or done through central billing.

Travel Performed by Common Carrier or State Vehicle						
This section required to be completed only when common carrier is billed directly to the state agency						
Date	Ticket # or State Vehicle Number	From	To	Name of Common Carrier or State Agency		Amount
45						\$ -
46						\$ -
47						\$ -
48						\$ -
49						\$ -
50						\$ -
50						Sub Total \$ -
State of Florida Purchasing Card Charges						
This section required to be completed only when travel related expenses are paid by using the State of Florida Purchasing Card						
Date	Merchant / Vendor	Notes		Expense Type		Amount
55	10/13/2008 Shell Gas Station			Pcard	Fuel	\$ 36.00
56	10/18/2008 Marriott Residence Inn			Pcard	Lodging	\$ 675.00
57	10/20/2008 Chevron Gas Station			Pcard	Fuel	\$ 35.00
58	10/24/2008 Hampton Inn			Pcard	Lodging	\$ 588.00
59	10/24/2008 BP Gas Station			Pcard	Fuel	\$ 28.00
60	10/24/2008 Avis			Pcard	Rental	\$ 371.00
61						\$ -
62						\$ -
63						\$ -
64						\$ -
65						\$ -
66						\$ -
67						\$ -
68						\$ -
69						\$ -
70						\$ -
71						\$ -
72						\$ -
73						\$ -
74						\$ -
75						\$ -
76						\$ -
76						Sub Total \$ 1,733.00

State of Florida Purchasing Card Charges for Non-Reimbursable Charges:

In this section, you should list any charges that were accidentally made on your P-Card and are not allocated for P-Card use. These charges will be put in the top section, "Net Amount Due to the State." Make sure that the voucher calculates and inputs the amount. If not, enter the amount. You are responsible for refunding the state the total amount.

Itemized Receipts:

In this section, you need to list out all approved reimbursable purchase made out of your own pocket. Make sure to list out all purchases separately even if they were made on the same day. See the voucher example.

Leave this section blank.

	A	B	C	D	E	F	G	H	I	J	K	L	M
79	This section required to be completed only when non-reimbursable items were purchased using the State of Florida Purchasing Card												
80	Date	Merchant / Vendor		Notes					Expense Type				Amount
81													\$ -
82													\$ -
83													\$ -
84													\$ -
85	This amount must appear on the line "Less Non-Reimbursable Items Included on Purchasing Card" on the top of this form in the appropriate section - Sub Total												\$ -
86													
87	Itemized Receipts												
88	This section required to be completed only when seeking reimbursement for expenses not paid by the State of Florida												
89	Date	Merchant / Vendor		Notes					Expense Type				Amount
90	10/11/2008	Florida Toll							Toll				\$ 3.00
91	10/11/2008	Florida Toll							Toll				\$ 3.25
92	10/20/2008	BP Gas Station							Fuel				\$ 36.75
93	10/20/2008	Holiday Inn--Laundry Service							Laundry				\$ 9.52
94													\$ -
95													\$ -
96													\$ -
97													\$ -
98													\$ -
99													\$ -
100													\$ -
101													\$ -
102													\$ -
103													\$ -
104													\$ -
105													\$ -
106													\$ -
107													\$ -
108													\$ -
109													\$ -
110													\$ -
111													\$ -
112													\$ -
113													\$ -
114													\$ -
115													\$ -
116													\$ -
117													\$ -
118	Sub Total												\$ 52.52
119													
120	Summary Total of All Expenses												\$ 2,313.30

Time Sheets

All Reservists will be set up with a People First account. People First is an online system where you will provide your time worked for each week. Every work week begins on Friday and ends on the following Thursday. It is your responsibility to enter all your hours worked by the end of the pay period. The pay period starts on the 15th of each month and ends on the 14th of the following month. Once you submit your hours through People First, they will be approved by the Individual Assistances Branch Director. To enter your hours, you will be provided a People First account User ID and password. As a Reservist, you are required to verbally provide your time worked to your supervisor on a daily basis. This is for tracking purposes. **The time provided to your supervisor will be the only time approved in People First.**

Step by Step Instructions for People First

Go to <https://peoplefirst.myflorida.com/logon.htm>. You will see the main log in page for People First. This is where you will sign in. See the official People First User Guide below for instructions to use People First.



User Guide For Employees

Table of Contents

Login Screen	2
Introduction	2
Login Screen Navigation	2
Passwords Requirements	3
Logging Into People First	3
Home Page	3
Introduction	3
Home Page Description	4
Updating Your Personal Information	5
Introduction	5
Updating a Home Address	5
Timesheet Entry	6
Introduction	6
Timesheet Navigation	6
Enter Timesheet with Hours Worked (Hours Type 1000)	8
Enter Timesheet with Annual Leave	8
Leave Balance Overview Navigation	9
Checking Your Leave Balance	9

Login Screen

Introduction This User Guide contains information about key features in People First that employees use regularly. As of July 2010, the login screen and the entire site have a new look, and features which are easy to use, like the timesheet.

Related topics include:

- Home Page
- Updating Your Personal Information
- Timesheet Entry

Getting Started

Follow the appropriate path to access the login screen.

Login Screen

The screenshot shows the People First login screen. At the top is a banner (1). Below it are two main sections: 'Job Seekers' (2) and 'State Employees and Retirees' (3). The 'Job Seekers' section includes options to browse jobs by region (West, Central, South) and county, and a 'Create an Account' button. The 'State Employees and Retirees' section has a login form with fields for 'User ID*' and 'Password*' (3), and buttons for 'Login', 'Forgot Your Password?', and 'Change Your Password?'. Below these sections are 'Why work for the State of Florida?' (4) and 'Helpful Websites' (5).

Login Screen Navigation

- 1 The banner across the top of the screen is the Communication Message Area with important messages for all People First users.
- 2 The Job Seekers section allows you to save search criteria and apply for open positions. It also lets you search jobs by region or county.
- 3 In the State Employees and Retirees section is where you type your People First User ID and Password to enter the site.
- 4 Learn more about public service in Why work for the State of Florida section.
- 5 Helpful Websites is a list of other useful websites.

Passwords Requirements


Starting with your password expiration after July 2010 there are new password requirements.

- Your new password must be 8-30 characters in length.
- Your new password must begin with a letter.
- Your new password must contain at least one upper case letter.
- Your new password must contain at least one lower case letter.
- Your new password must contain at least one number.
- You may not use any of your last 10 passwords.

For example, **Password1**.

Logging Into People First

Follow the steps below to login to People First.

Steps	
1.	Enter your numeric People First ID in the User ID field.
2.	Enter your People First password in the Password field.
3.	Click the  button.

Home Page

Introduction

The People First Home Page allows you to access several key areas within the system.

Related topics include:

- My Quick Links
- My Tasks Due
- My Alerts
- Announcements
- Changing a Home Address
- Timesheet Entry

Getting Started

Follow the appropriate path to access the Home Page.

Your path is...

Login Screen > Enter People First User ID and Password > Click Log In button

Home Page

The screenshot shows the People First Home Page. At the top, there is a navigation bar with tabs for Home, Employee Information, Health & Insurance, and Training. The main content area is titled 'My Home Page' and includes several sections: 'My Quick Links' (with links for My Timesheet, Employee Information, Health & Insurance, and Training), 'My Tasks Due' (showing a 'Outstanding Timesheet' task), 'My Alerts' (showing 'No Alerts'), 'Helpful Websites', and 'Announcements' (with several dated notices). A user profile in the top right corner identifies the user as 'MANUEL PORRAS - FISCAL ASSISTANT II'. Red boxes with numbers 6 through 12 highlight specific elements: 6 (User profile), 7 (Navigation tabs), 8 (My Quick Links), 9 (My Tasks Due), 10 (My Alerts), 11 (Helpful Websites), and 12 (Announcements).

Home Page Description

- 6 Links in the Header on the upper right area of the Home Page allow you to:**
- Access your timesheet by clicking My Timesheet, and
 - Use the EAP link to get information about the state's Employee Assistance Program.
- 7 Navigation tabs across the top of the page:**
- The Employee Information tab allows you to update your personal information, like your home address.
 - View your benefits enrollment information through the Health & Insurance tab.
 - The Training tab allows you to access your training history as well as training videos.

Home Page Sections:

- 8** The My Quick Links section includes the most commonly used screens. You can access your timesheet here, as well as Employee Information.
- 9** The My Tasks Due section includes pending tasks specific to you. The system automatically removes Task messages once you complete the task. Clicking the link in My Tasks Due takes you to the screen you need to access to complete the task. For example, if you have not completed your timesheet you will see a Tasks Due message telling you an action is needed.
- 10** The My Alerts section displays additional activities you need to complete, or key information you need to know. You must manually remove these messages. The system does not automatically remove them like it does My Tasks Due.
- 11** The Helpful Websites section includes a list of websites state employees and retirees may frequently use.
- 12** The Announcements section includes information for state employees and retirees. This section is not employee specific. It is important to note that there may be more than one page of announcements. Click the Next link at the bottom of the section to go to the next page.

Updating Your Personal Information

Introduction

The People First system allows you to make certain updates to personal information such as updating your home address or updating direct deposit information.

Related Topics include:

- Updating a Home Address

Getting Started

Follow the appropriate path to access the screen to update personal information.

Your path is...

Login Screen > Home Page > My Quick Links > Home Address

OR

Login Screen > Home Page > Employee Information Tab > Personal Information > Home Address

Employee Information

People First
FLORIDA

Home **Employee Information** Health & Insurance Training

Current User: 118286 - *ACT on behalf of 6408 - Role: HENRY TAPLEY III - FISCAL ASSISTANT II

Home Address

Employee: HENRY TAPLEY III
Title: FISCAL ASSISTANT III Agency: DOH - Health

Home Address - Overview

Effective Date	End Date	Address	City	State	ZIP Code
02/10/2004	12/31/99	0427 W. BR DUNE - STREET	TAPLEY	FL	33117

Home Address - Details

This screen may contain information that is confidential under state or federal law. Improper access or release of such information may be a violation of these laws.

Address Type: Home Address
Effective Date: 02/10/2004
End Date: 12/31/99
City: Tapley
State: FL
Street Address: 0427 W. BR DUNE - STREET
City: Tapley
State: FL
County: Dade
Zip: 33117
Country: US


Phone 1: _____
Phone 2: _____
Pager: _____
Pager ID: _____

New Save

Updating a Home Address

Follow the steps below to change a home address starting from the Home Page.

Steps

1. Select the **Employee Information** tab.
2. Click the  **Personal Information** link.
View and edit your personal information.
3. Click the **Home Address** link.
4. Click **New** on the **Home Address -> Overview** screen.
5. Complete all **required** fields (indicated by a red asterisk *).
6. Click the **Save** button.

Timesheet Entry

Introduction

The People First system allows you to enter or update hours on your timesheet. You can complete several actions from the Employee Timesheet page, such as create or apply a timesheet template, change hours worked, enter leave, or review your leave balance.

Related topics include:

- Enter Timesheet with Hours Worked
- Enter Timesheet with Annual Leave
- Leave Balance Overview

Getting Started

Follow the appropriate path to access the screen to enter a timesheet.

Your path is...

Login Screen > Home Page > Header Link on the upper right > My Timesheet

OR

Login Screen > Home Page > My Quick Links > Timesheet

OR

Login Screen > Home Page > My Tasks Due > Outstanding Timesheets

Timesheet

Timesheet Navigation

13 Employee Timesheet -> Overview:

- Displays a summary of pay periods. Select a pay period by clicking the box to the left of the row. Once you select a timesheet, the page is automatically in Edit mode. The timesheet for the period selected appears in the Detail section of the screen.
- The Status column displays the status of your most recent timesheets. Status indicators are color coded. (Blue = In Progress, Yellow = Submitted, Green = Approved, Red = Rejected, Orange = Unapproved)
- The timesheet page always defaults to the oldest, past due, incomplete timesheet.

Timesheet Navigation

- The When Do I Get Paid? link displays bi-weekly and monthly pay period dates, as well as the pay date.
- The Timesheet FAQs link directs you to frequently asked questions about the timesheets.
- The Payroll Information link directs you to the Employee Earnings Statement website.

14 Employee Timesheet -> Message Area:

- Contains informational and error messages.

15 Employee Timesheet -> Details:

- The Total Hours section shows the timesheet reporting period and the total hours recorded.
- The Leave Balance Overview link allows you to view your Leave Balances.
- The Timesheet Summary link allows you to access timesheet history, and
- Use the Create/Change Template link to create or change a timesheet template.

15 Fields available for completing a timesheet:

- Use the Hours Type field to indicate hours worked or leave taken. Hours type 1000 (hours worked) will appear by default on your timesheet.
- Two weeks appear on the screen at a time however, if you are a monthly or 28-day employee, use the horizontal scroll bar under your timesheet to view your entire timesheet.
- Use the Timesheet Comment field to document important comments about your timesheet. Once your timesheet is saved, comments cannot be edited. Be sure you proofread your entries before you save. Timesheet comments transfer to the Comment History field that includes your name and date of your entry.

16 Functions:

- Click the Save button to save any changes to your timesheet. If you entered something incorrectly you will see error messages in the Employee Timesheet > Message Area.
- The Cancel button cancels any unsaved entries in your timesheet.
- If you use a template click the Apply Template button to apply your timesheet template.
- Click the drop-down arrow in the Select Period field to choose a different work week to submit. This is for overtime eligible employees who wish to submit a timesheet by single work week.
- Click the Check Timesheet button to validate that you entered the timesheet correctly. Error messages will appear in the Employee Timesheet > Message Area if the timesheet is not entered correctly. The system automatically saves any entries you made if it is error free.

Enter Timesheet with Hours Worked (Hours Type 1000)

Follow the steps below to enter a timesheet with hours worked starting from the Home Page.

Steps	
1.	Select My Timesheet from the Home Page. Note: The system will default to the oldest, past due, incomplete timesheet.
2.	Confirm that the default hours are correct.
3.	Enter a comment in the Timesheet Comment field if needed.
4.	Click the Save button.
5.	Enter your People First password in the Enter Password field.
6.	Click the Submit for Approval button.

Enter Timesheet with Annual Leave

Follow the steps below to enter a timesheet with annual leave hours starting from the Home Page.

Steps	
1.	Select My Timesheet from the Home Page. Note: The system will default to the oldest, past due, incomplete timesheet.
2.	Change the number of hours worked to 0 (zero) for the day(s) that annual leave was taken.
3.	Select Hours Type 0051 in the Hours Type field. Note: This process is the same when selecting the Hours Type for any other types of hours.
4.	Enter the number of hours for each affected day.
5.	Enter a comment in the Timesheet Comment field if needed.
6.	Click the Save button.
7.	Enter your People First password in the Enter Password field.
8.	Click the Submit for Approval button.

Leave Balance Overview

17 Leave Balance Overview -> Overview

Payroll Period
<input checked="" type="checkbox"/> 05/26/2010 - 05/26/2010
<input type="checkbox"/> 05/19/2010 - 05/19/2010
<input type="checkbox"/> 05/05/2010 - 05/05/2010
<input type="checkbox"/> 04/22/2010 - 04/22/2010
<input type="checkbox"/> 04/08/2010 - 04/08/2010
<input type="checkbox"/> 03/25/2010 - 03/25/2010
<input type="checkbox"/> 03/11/2010 - 03/11/2010
<input type="checkbox"/> 02/27/2010 - 02/27/2010
<input type="checkbox"/> 02/13/2010 - 02/13/2010
<input type="checkbox"/> 01/30/2010 - 01/30/2010
<input type="checkbox"/> 01/16/2010 - 01/16/2010
<input type="checkbox"/> 01/02/2010 - 01/02/2010

18 Leave Balance Overview -> Details

Current Balances				
	Date	ANNUAL LEAVE	SICK LEAVE	PERSONAL HOLIDAY
Total Hours Available	05/26/2010	106.000	10.000	1.000
Pending Timesheet Hours	05/26/2010	6.000	0.000	0.000
Net Hours Available	05/26/2010	100.000	10.000	1.000

P# / Period Overview				
	Date	ANNUAL LEAVE	SICK LEAVE	PERSONAL HOLIDAY
Beginning Balance	02/05/2010	124.000	14.000	1.000
Accrual	02/18/2010	6.000	4.000	0.00
Used	N/A	(24.00)	(8.00)	0.00
Ending Balance	02/18/2010	106.000	10.000	1.000

Return to Timesheet

Leave Balance Overview Navigation

- The Leave Balance Overview page displays your beginning and ending leave balances as they relate to timesheets.
- This page is for viewing only.

17 Leave Balance Overview->Overview:

- Payroll Period is shown.
- The date range displayed in the Details section can be changed by clicking in the box to the left of the row.

18 Leave Balance Overview->Details:

- Annual, sick, and other types of leave displayed in hours, as well as pending hours entered on the timesheet.
- Personal holiday is displayed as a day, not hours.

Checking Your Leave Balance

Follow the steps below to view your leave balance starting from the Timesheet screen.

Steps	
1.	Access the Leave Balance Overview page by clicking the Leave Balance Overview link on the Timesheet Page.
2.	Review annual, sick, and other leave types, as well as pending hours entered on your timesheet.
3.	To go back to the timesheet, click the Return to Timesheet button.

Equipment and Demob

Time to “SERT Up”...



Equipment and Demobilization

SERT Apparel Policies

All SERT shirts, jackets, hats, and badges are only to be worn while working during activation. Whenever a Reservist is off duty, civilian clothes should be worn. The SERT logo is a symbol of the state and as a Reservist, you are responsible for maintaining appropriate behavior when representing the state.

See the Florida Policy Section for Grooming and Attire policy.

Creating a Gmail Account

Throughout your role as a Disaster Reservist, you may be issued a State of Florida email account with “Microsoft Outlook”. “Outlook” is the primary resource for electronic communication within Recovery programs.

Once a state employee is issued a “Microsoft Outlook” account or a state computer, you are required to obtain a Gmail account. This account will serve as a secondary email in the event “Outlook” servers fail and/or electronic communication has become hindered.

Step By Step Instruction for establishing a Gmail Account

Go to <https://www.google.com/accounts/ManageAccount>. You will see the main log in page for Gmail. This is where you will create your account:

Gmail: Email from Google - Windows Internet Explorer

https://www.google.com/accounts/ServiceLogin?service=mail&passive=true&rm=false&continue=http%3A%2F%2Fmail.google.com%2Fmail%2F%3Fui%3Dhtml%26zy%...

File >> Convert Select

Gmail: Email from Google

Gmail
by Google

Welcome to Gmail

A Google approach to email.

Gmail is built on the idea that email can be more intuitive, efficient, and useful. And maybe even fun. After all, Gmail has:

- Less spam**
Keep unwanted messages out of your inbox with Google's innovative technology.
- Mobile access**
Read Gmail on your mobile phone by pointing your phone's web browser to <http://gmail.com/app>. [Learn more](#)
- Lots of space**
Over 7369.669564 megabytes (and counting) of free storage so you'll never need to delete another message.

Latest News from the Gmail Blog

[New in Labs: Play Google Voice messages in Gmail](#)
Wed Sep 9 2009
Google Voice helps you manage your communications with a unique phone number that rings all your existing phones, a ...
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Username:

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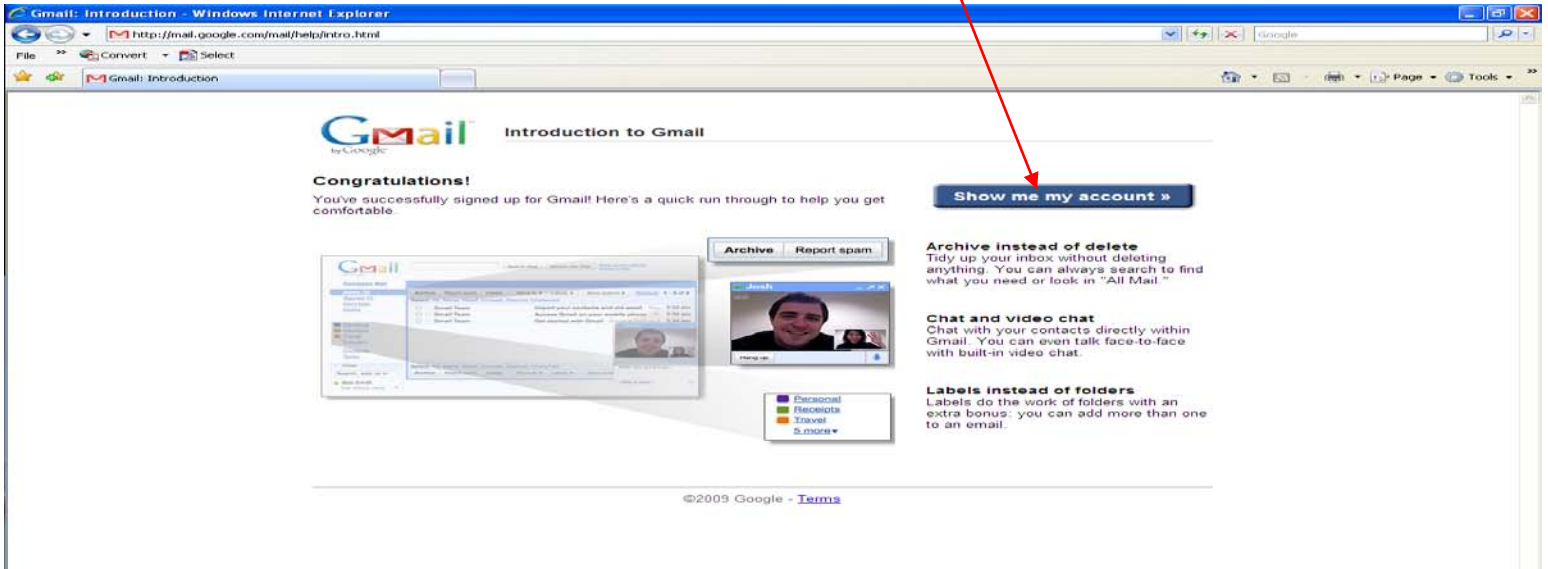
©2009 Google - [Gmail for Organizations](#) - [Gmail Blog](#) - [Terms](#) - [Help](#)

Please complete all required fields:

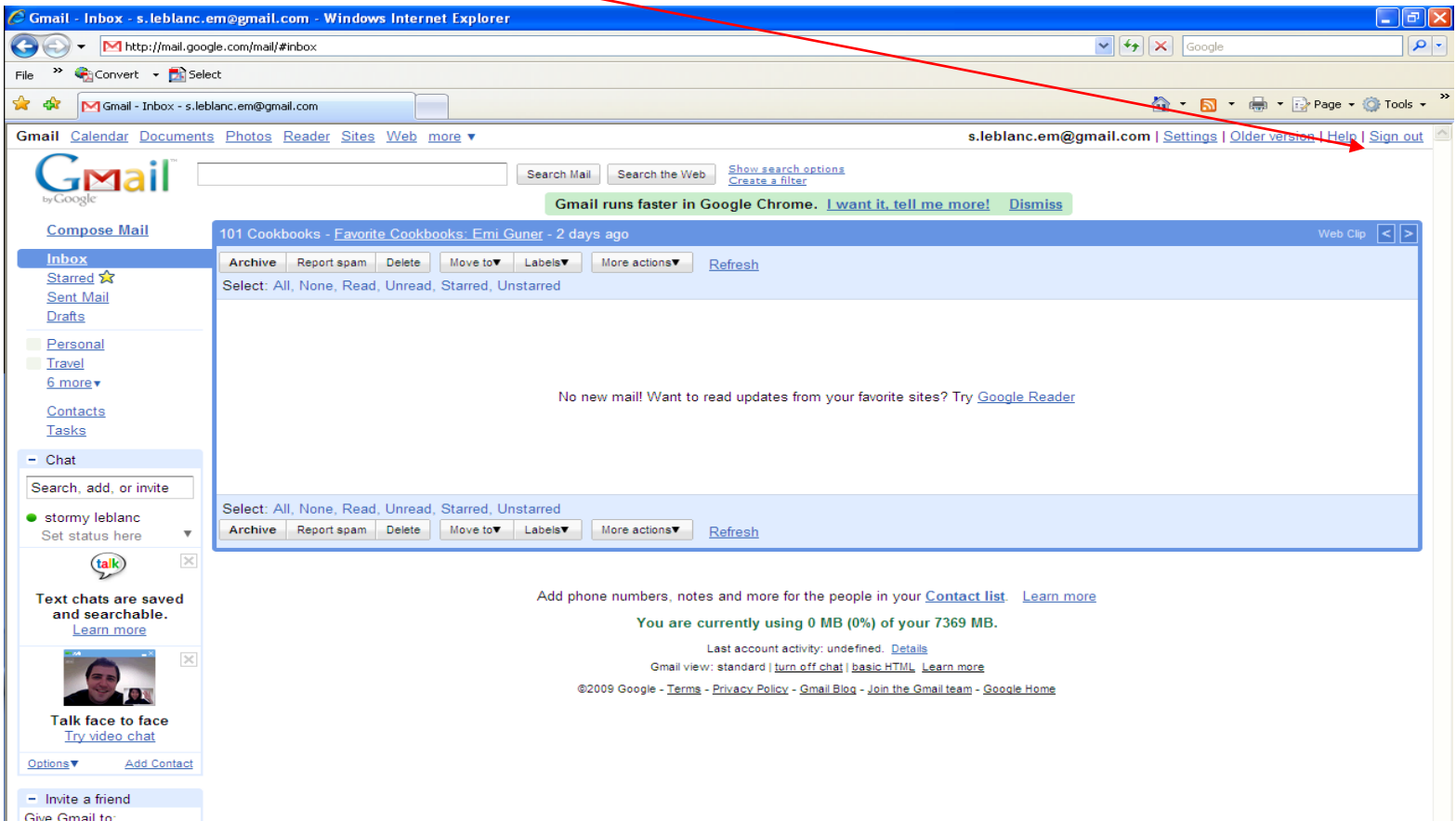
Desired login will be **FIRST.LAST.EM**
(I.e. john.smith.em)

Please select a secondary email account
where your verification can be easily
accessed. This may be your personal
email account.

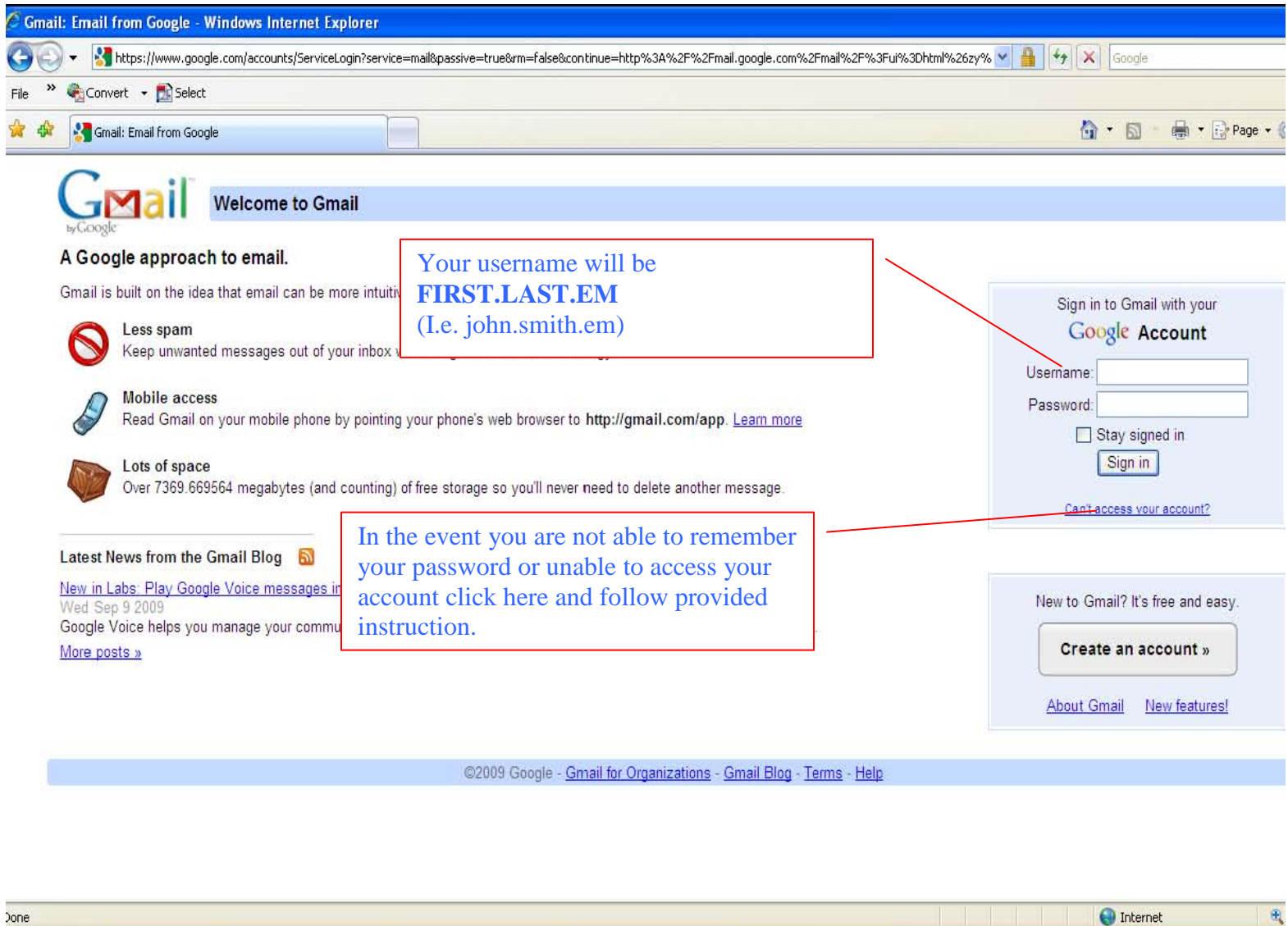
Once you have accepted terms and conditions click here:



Once you have successfully created your Gmail account, a verification email will be sent to your secondary email account. This may be your personal email. To log out simply click here.



To sign in again, simply visit: <https://www.google.com/accounts/ManageAccount>. Enter your username and password and click sign in:



Your username will be
FIRST.LAST.EM
(I.e. john.smith.em)

In the event you are not able to remember
your password or unable to access your
account click here and follow provided
instruction.

Gmail mail is a completely free tool. Once you have created this account you will be able to maintain and utilize it during current and future deployments.

Lost or Broken Equipment

In regards to lost or broken equipment, an employee write-up must occur before any replacement will be issued. An employee write up is a detailed explanation of the accident or loss for review. A final determination will be made by senior management as to whether the event was accidental or occurred because of neglect (e.g. leaving a laptop in a car, then having it stolen). Reservists are held accountable for all property assigned to them. They are responsible to protect assets from damage or loss.

Equipment at Demobilization

All equipment (including clothing, badge, and manual) will be returned to the state when a Reservist is demobilized. You are responsible for all of the equipment given to you when activated. All the equipment must be accounted for at demobilization.

See the Florida Policy Section for Computer Software and Internet policy and Telephone and Communication policy.

Demobilization

You will be notified by your supervisor the time and place that you will be demobilized. During demobilization, all state-issued equipment must be turned back in. Make sure that all of your time sheets and vouchers have been completed and turned in. If not, demobilization is the time to correct any errors and/or make changes that need to be addressed. You will be asked to fill out a demobilization packet that provides you a chance to give feedback regarding our Disaster Reservist program. Before leaving, make sure that everything is turned in correctly and that all questions or concerns have been addressed with appropriate persons.

Disaster Recovery Center

Where Recovery begins...



Recovery

Standard Operations Guidance for Disaster Recovery Centers

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TABLE OF CONTENTS

Record of Changes	4
Introduction	5
II. Mission/Scope.....	5
III. Assumptions	5
IV. Roles and Responsibilities	6
V. Concept of Operations	9
VI. Phases of Operations	10
VII. Reporting Requirements	13
VIII. Execution of DRC MOU	13
IX. Closure of DRC	15
X. Training	15
XI. Acronyms and Definitions	16
XII. DRC Annex	24
References	36

I. Introduction

The Disaster Recovery Center (DRC) program is typically the largest and most geographically dispersed program throughout the process of a Presidential Declaration for Individual Assistance (IA). IA falls under the auspices of the Bureau of Recovery, Florida Division of Emergency Management.

The DRC is an active – LIVE – environment. It is a temporary facility located in or near the impacted area, where disaster survivors can go to obtain disaster related information and apply for Federal, State and Local disaster assistance programs. A DRC provides an environment where survivors can meet face-to-face with program experts to answer questions, file an appeal, get an update on a previously filed appeal or claim, or survivors can update personal information as often as necessary.

II. Mission/Scope

The mission of this Standard Operating Guide is to provide clear and concise guidance, define procedures, and assign responsibilities for those circumstances when a DRC may be needed, and the roles and responsibilities of all parties involved. This would come in the form of identifying resources and personnel available to support survivor's recovery within the impacted area. This Standard Operating Guide is applicable to Individual Assistance, Disaster Recovery Center personnel of the Bureau of Recovery as well as other personnel who have roles that will support Disaster Recovery Centers. The primary scope of this Standard Operating Guide is to provide direction, guidance and authority to the Disaster Recovery Center Coordinator and/or their designee to perform the function(s) required of their position in “grey sky” conditions.

III. Assumptions

- A. Counties and municipalities have constrained resources and the emergency may exceed their response capabilities. Resource requirements under these conditions may be required for an extended period of time. Mutual aid may be required to support operations.

- B. Impacts or restrictions on transportation assets may delay the response time of some resources.

- C. The County will be responsible to procure a firm commitment for the use of a “fixed” location(s) for a minimum of 30 days. The location(s) selected must be immediately available following the event.

- D. All locations identified will be donated or county owned facilities. A Memorandum of Understanding (MOU) between Federal Emergency Management Agency (FEMA), State Emergency Response Team (SERT), and the County, will be executed for each DRC opened.

IV. DRC Roles and Responsibilities

State

The Division of Emergency Management’s Bureau of Recovery will be responsible for establishing, managing and demobilizing all DRC operations. The Deputy SERT Chief/State Coordinating Officer (SCO) will coordinate with other state agencies to determine survivor needs. A State DRC Manager will be assigned to manage and operate the DRC.

The Department of Children and Families **will** provide personnel to distribute disaster related information or assistance. This may include food stamp replacement, disaster food stamps, temporary cash, and/or general information on Medicaid. They may also provide Crisis Counseling, immediate and regular services to meet mental health needs of those affected by a major disaster.

The Department of Economic Opportunity **will** provide personnel to address disaster unemployment assistance that may be available for survivors out of work as a direct result of the disaster.

The Department of Elder Affairs **may** provide case managers to connect elderly to appropriate assistance.

The Department of Veterans Affairs **may** provide case managers to provide information on benefits, pensions, insurance settlements and VA mortgages.

The Division of Emergency Management, Bureau of Mitigation **may** provide either personnel or information on the National Flood Insurance Program to facilitate mitigation against future losses.

The Division's Bureau of Recovery **will** conduct a State Housing Survey to identify present housing needs in the affected area.

The Department of Highway Safety and Motor Vehicles **may** establish mobile facilities to provide replacement drivers licenses, identification cards, motor vehicle tag services, voter registration, organ donation designation and emergency contact registration.

The Department of Agriculture **may** provide information about loan programs to assist eligible farmers, ranchers, and aquaculture operators in returning their operation to a financially sound basis in the aftermath of a disaster.

The Department of Financial Services **may** provide information about federal and state assistance programs, including insurance awareness.

Federal

FEMA DRC manager **will** work jointly with the State DRC Manager in daily operations and provide support for the security and safety needs of the DRC.

FEMA-IA, Safety, Security, and Logistics **will** work jointly with the State DRC Coordinator or their designee in confirming and inspecting pre-identified locations and executing Memorandum of Understanding (MOU), Use Agreement (UA), or other appropriate documents with the facility owner or their designee.

FEMA **will** provide Applicant Services personnel to assist with the registration process and address any questions or concerns, in a one-on-one environment, which survivors may have.

Small Business Administration (SBA) Specialist **will** provide information and assistance with processing low-interest loans for home, personal property and businesses. These loans are available for individuals or businesses and may be used for restoring or replacing uninsured or under-insured disaster-damaged real and personal property.

FEMA Mitigation Directorate **will** provide information on the National Flood Insurance Program (NFIP) and meet with survivors to discuss how to facilitate mitigation against future losses.

Internal Revenue Service **may** assist with expedited federal or state tax deduction for casualty losses to homes, personal property or household goods.

Young Lawyers Association **may** provide free legal services for low-income disaster survivors.

Social Security Administration **may** assist in expediting delivery of checks delayed by the disaster and applying for Social Security disability and survivor benefits.

Local Agencies

The County Department of Health **may** provide health safety information and water test kits.

Local Utilities **may** provide information related to restoration of services.

Local building and permit office **may** provide information related to building and remodeling projects, as well as when a permit might be necessary.

Local Community Emergency Response Teams **may** provide support in education for survivors on disaster preparedness within the impacted community and staff support for the DRC.

Volunteer Agencies

Long Term Recovery **may** assist with unmet need identification and will continue to address the needs of the survivors after FEMA and the State has left the area.

Faith Based Organizations **may** provide vouchers for clothing, referrals and household items.

The American Red Cross *may* provide feeding and hydration, flood cleanup materials and gathering information on specific needs of the impacted community.

The Salvation Army *may* provide food, water, sheltering, clothing, and assistance in replacement of household necessities.

Note: State and Volunteer agencies assigned to a Disaster Recovery Center will be dependent on the type of disaster and extent of damages.

V. DRC Concept of Operations

Once the state has received a Presidential Declaration and Individual Assistance funding becomes available, the coordination for the establishment of one or more DRCs begins. The Joint - Preliminary Damage Assessments (J-PDA) and the needs of the impacted area will determine if a DRC is necessary, and if so, what type of DRC is needed. The County will make a formal request through EM Constellation for the establishment of a DRC and confirm a pre-identified site is ready and available, or provide potential sites to be utilized as DRC locations. These sites should be located in or as near the impacted area as possible.

The DRC Coordinator and FEMA Inspection Team **will** jointly work with the impacted county emergency management staff to determine the exact locations, logistical support, quantity, and staffing of the DRC based upon analysis of several criteria including, but not limited to:

- A. Joint Preliminary Damage Assessments (J-PDAs),
- B. American Red Cross (ARC) Street Sheets,
- C. Local Fire and Police Population Density Reports,
- D. Specific recommendation or request by local and/or State Officials, and approval by the State and Federal Coordinating Officers (SCO/FCO).

As the recovery process evolves, the need for additional DRCs may arise. The deployment of additional DRCs requires ongoing collaboration between the State DRC Coordinator, the FEMA DRC Group Supervisor and each of the affected County Emergency Management Directors (EMDs). They are responsible for identifying and inspecting DRC location(s), logistical support, and the needs of the survivors in the impacted area.

Throughout the operation, each DRC will open, be right-sized and demobilize under the direction of the State Coordinating Officer (SCO). The State DRC Coordinator and FEMA DRC Group Supervisor will work together to identify and evaluate emerging needs. As needs arise, information will be forwarded to the SCO for final approval.

VI. Phases of Operations

Disaster Recovery Centers (DRCs) open, operate, and close in three (3) general phases.

Pre-Declaration Phase

The Pre-Declaration Phase encompasses all effort prior-to and in-anticipation-of a Presidential Declaration. The Recovery Coordination Center performs the following actions during this phase:

- A. Identify Logistics/Information Technologies (LOG/IT) resources and the availability of Fixed, Mobile, and Soft-Side DRCs sites based on the impact suffered by the community.
- B. Coordinate with designated state agencies to identify trained State DRC Managers.
- C. Coordinate with Disaster Reservist Cadre Manager to identify available Disaster Reservists that are qualified with DRC experience – and have these reservists placed on stand-by.
- D. Coordinate with ESF 6 to provide Program Staff to support DRC operation.

- E. Coordinate with ESF-15 to identify the availability of Long Term Recovery Committees, Volunteer and Faith Base Organizations to support DRC operations.
- F. Coordinate with the county to identify any pre-identified equipment they can supply to support DRC Operations.
- G. Coordinate with the Logistics Branch Chief to provide pre-identified equipment to the DRC not provided by the county.
- H. Verify DRC “GoKits” (supply and sign kit) are available and ready to be deployed, with Logistics Branch Chief.
- I. Ensure the County EM Director or designee has properly requested the establishment of a DRC and entered a mission request in EM Constellation.
- J. Confirm with the County EM Director(s) or their designee and the State Regional Coordinator that the pre-identified DRC site location(s) is/are still suitable for use as a DRC.
- K. In a catastrophic event, the Florida National Guard (FLNG) may be tasked to conduct a physical reconnaissance “RECON” of the pre-identified locations for suitability.
- L. Contact ESF-1 (FDOT) to ensure the number and placement of Variable Message Boards (VMBs) are available and ready for mobilization to support the DRC activities, as well as the correct programming has been installed for the message board.

Declaration Phase

During the Declaration phase, the State DRC Coordinator and the FEMA DRC Group Supervisor work jointly to deploy and operate DRCs until the county(s) needs have been met. During this phase, the following actions will occur:

- A. Establish Chain-of-Command in accord with Division of Emergency Management and Incident Command System principles and practices.

- B. Deploy State DRC Managers to assigned locations.
- C. Deploy Program Staff.
- D. Relieve State Managers with Disaster Reservist DRC Managers.
- E. Open and operate multiple DRC as needed.

Demobilization (DEMOB) Phase

Many factors need to be considered when determining appropriate closure dates for DRCs. During this phase, the State DRC Coordinator and the FEMA DRC Group Supervisor will make a recommendation to the IA Branch Director for closure of a DRC; these recommendations will be based on the amount of services being provided to the community. The county, state and federal partners must all be in agreement on the closure date and time. If possible, a minimum of one week notice should be provided to the community announcing the DRC closing.

The following information is considered when determining appropriate closure dates:

- A. Severity of the damage in the immediate area.
- B. The number of DRCs within the county.
- C. Registrations from the impacted area (this can be done by County/city/town/zip code).
- D. DRC Manager's Daily and Weekly reports.
- E. Communication with the county EM Director and local elected officials to gain local perspective on the continuing estimated needs.

VII. Reporting Requirements

The State DRC Coordinator will be responsible for filing a report with the SERT Chief by close of business each day on the following:

- A. Number of survivors served by each DRC, every day.
- B. Which agencies are present in each of the DRCs.
- C. Number of survivors seen by individual state and volunteer agencies each day in each DRC.
- D. Type of services or information provided at each of the DRCs.
- E. Changes in contact information (telephone numbers, locations, etc.) at the facility, including emergency contact information for responders.
- F. Unmet or emergency needs identified that have been previously un-identified.
- G. Any unusual situation or circumstance at any of the DRCs.

VIII. Execution of DRC Memorandum of Understanding

At the request of the impacted county or Deputy SERT Chief, a mission assignment will be generated and assigned by the Operations Section to Recovery Branch - IA Section for the establishment of a DRC.

Upon receiving a Presidential Disaster Declaration, the state will begin coordination with FEMA on the establishment and operations of a DRC. Local governments and/or local organizations shall provide, through donated-use, a facility to support DRC operations. Proposed sites should be located at well-known, easily recognized facilities (i.e. Military Guard Armories, Libraries, Fire Stations, Community Centers, School Gymnasiums, Fraternal or Social Facilities, etc.) FEMA Inspection Team will visit each pre-identified location to ensure site requirements are met. DRC locations are determined by the State DRC Coordinator through analysis of available information including, but not limited to:

- A. County Emergency Managers' pre-identified location.

- B. Joint-Preliminary Damage Assessment (J-PDA) data.
- C. Federal and State Coordinating Officers' specific criteria.
- D. Availability of facility for a minimum of thirty (30) consecutive days, seven (7) days a week.

To ensure that a clear understanding for the use of DRC facilities exists between FEMA/State and each property owners, every location will require a Memorandum of Understanding (MOU) to be signed by the property owner or their designee, FEMA Representatives and State DRC Coordinator or their designee. FEMA and the State will jointly inspect and approve each location prior to signing the MOU.

The State DRC Coordinator shall retain a copy of the MOU that will be kept for public records preservation. When possible photos and notations should be taken of all damages identified prior to occupying the facility and executing the MOU.

IX. Closure of DRC

In accordance with the "DRC Memorandum of Understanding," when the County, State, and FEMA determine that a DRC is no longer required, the State DRC Coordinator and FEMA Group Supervisor shall provide notice to the County EM Director or designee thru the State Coordinating Officer (SCO) as well as the facility owner to inform them of the closure date. Notice shall be in the form of a "DRC Final Inspection" letter. Once the letter is executed by the Owner, the State and FEMA, the DRC Coordinators or their designee(s) shall retain a copy of the MOU that will be filed and kept for public records preservation.

X. Training

The Florida Division of Emergency management is responsible for training state agency employees to serve as state representatives in Disaster Recovery Centers. A three (3) fold training process has been developed for state team members, and disaster reservists alike. This training process includes DRC Managers Initial Training, Disaster Specific Refresher Training/ Pre-Deployment Refresher, and the DRC Manager's Pocket guide.

Disaster Recovery Center Manager’s Initial Training: The State Individual Assistance Disaster Recovery Center Initial Training is a state developed course for both full time state employees and disaster reservists, who are brought on in times of disasters after a federal declaration is signed by the President of the United States. This course specifically describes the duties of the DRC Manager, as well as the reporting requirements. While this course does not provide FEMA or college credits, it is useful for anyone interested in becoming a disaster responder and a required course for DRC Managers’.

Disaster Specific Refresher Training/Pre-Deployment Refresher: The State Individual Assistance Disaster Recovery Center Manager’s Disaster Specific Refresher Training/Pre-deployment Refresher is updated and conducted prior to deployment of DRC Managers’ to the field. The Disaster Specific Refresher serves as a review of the program, as well as updates on new procedures and how they are implemented.

Disaster Recovery Center Manager’s Pocket Guide

The Disaster Recovery Center Manager’s Pocket Guide has been designed and periodically updated to serve as an “At a glance” guide for DRC Manager’s who may have programmatic questions, or just may need a quick clarification of duties or procedures. Portions of this guide are incorporated into other training such as the Disaster Reservist Training Manual, however the Pocket Guide is can be used as a “Stand Alone” guide or training tool when necessary.

XI. Definitions

Activation Role – Employees at Florida Division of Emergency Management (FDEM) are assigned a primary activation role by their supervisor. An employee’s primary activation role is the duties they will perform in the event of an incident/disaster and/or when the State Emergency Operations Center (SEOC) is activated. This role may or may not be directly related to an individual’s regular or non-activation duties. FDEM employees, typically have one primary incident/disaster activation role and may be assigned a secondary activation role based on the necessity and length of their primary activation role.

After Action Report - An after action meeting should be conducted after each event to review the successes and areas identified as needing improvement during the response/recovery to and from the disaster. This meeting is designed to outline what aspects should be incorporated into further activations and what changes can be made to improve Recovery’s response. A representative from each program activated for the

disaster shall be present. During this meeting, areas of improvement are assigned to the appropriate parties to ensure that future operations do not encounter similar issues. The After Action Report shall be completed within thirty (30) days of the initial after action meeting. Before the closing of the initial meeting, a second meeting will be scheduled within sixty (60) days to follow-up on the progress made to improve future activations and responses.

Debriefing - Debriefing is a critical element of the recovery process. This will help a transitioning team effectively plan for short and long-term recovery operations. Effective debriefing occurs when rotating staff, for a shift change or demobilization, transitions pertinent information and accomplishments to incoming staff. The debriefing information should include, but is not limited to, scheduled tasks, relevant staff, resources, safety/security issues, and all accomplishments and shortfalls.

Demobilization - This is the process of discharging a resource, including but not limited to personnel and equipment, from a disaster. Demobilization takes place throughout an event or disaster as resources and staff transition out of the disaster operation. The resource may be replaced if its function is still required. A final demobilization takes place once the state is no longer actively working in the disaster area and actions have transitioned into the long-term recovery period.

Deputy - A person maintaining a deputy function for any position will be equally capable of assuming the primary position's role. This individual will perform specific tasks as requested or will perform the function in a relief capacity, taking over the next operational period, as an example.

Disaster Housing – The Temporary Housing Program coordinates federal, state and local resources necessary to facilitate the planning, implementation and occupancy of interim disaster housing. By establishing a broad network of local governmental officials and housing stakeholders, coordinators assist in collecting information and identifying resources that may help individuals, families, and businesses during a housing operation. Interim Housing consists of indirect (e.g. use of available rental resources) and direct housing (e.g. government provided trailers or mobile homes) operations when existing housing options are overwhelmed. Assistance is coordinated in both presidentially declared and undeclared emergencies. Interim Housing is an Individual Assistance program.

Disaster Recovery Center (DRC) - A disaster Recovery Center is an active – LIVE – environment. It is a temporary facility located in or near the impacted area, where disaster survivors can go to obtain disaster related information and apply for Federal,

State and Local disaster assistance programs. A DRC provides an environment where survivors can meet face-to-face with program experts to answer questions, file an appeal, get an update on a previously filed appeal or claim, or survivors can update personal information as often as necessary.

Disaster Reservist Program - The Disaster Reservist Program provides trained personnel immediately after an event to serve in a recovery function. Reservists are State Employees designated as Other Personnel Services (OPS) employees working on a temporary intermittent basis. Reservists are a flexible pool of disaster staff that function in many roles. Their primary employment is serving in Disaster Recovery Centers, Community Response Teams, as Disaster Housing Coordinators, and as the Joint Field Office (JFO) staff due to the short term, non-specialized nature of these programmatic tasks. The Disaster Reservist program is coordinated through the Individual Assistance Branch of the Recovery Bureau.

Emergency Coordinating Officer (ECO) – This person has the authority to delegate additional duties to their respective agencies, to work with the other state agencies to accomplish missions, and speed the aid to disaster survivors.

Emergency Management Assistance Compact (EMAC) – Large-scale emergencies and disasters may exceed the capabilities of the state and local government to effectively respond and recover. Mutual aid agreements and memorandums of understanding provide reciprocal emergency aid and assistance from other states during an emergency or disaster. Other state's available resources, to include staff resources, can be loaned to the impacted state at the impacted state's expense to improve response and recovery efforts.

EM Constellation - EM Constellation is a web based database that the State Emergency Response Team (SERT) utilizes to manage operations, resources and information for all local, state and federal partners during a disaster or emergency response. This tracking tool is utilized as an official record of the event.

EM Constellation Missions - EM Constellation Missions are messages that are generated and submitted into the EM Constellation database for requesting the deployment of assets.

Emergency Management Director (EMD) – This person is in charge of the county's response to and recovery from any emergency. This position is responsible for the day-to-day county level emergency management operations and coordinates with the state on any manner of emergency management issues.

Essential Services Center (ESC) – ESCs are temporary, emergency locations where impacted survivors of disasters can go for limited essential services and information, usually within 24-96 hours following a non-federally declared disaster. ESCs are established prior to the State receiving a Major Disaster Declaration and can provide a wide range of assistance depending on the event and needs of the community. ESCs are considered a joint operation between the county, non-governmental organizations, and the state. The primary responsibility for an ESC lies with the state, but each level of government has a role. Should the State receive a Major Disaster Declaration; an ESC can quickly be transitioned into a DRC. The ESC program is coordinated through the Individual Assistance Branch of the Recovery Bureau.

Emergency Support Functions (ESF) – All state agencies and volunteer organizations, that comprise the SERT, are grouped into 18 ESFs to carry out coordination and completion of assigned missions. These functions represent specific response and recovery activities. Each ESF is comprised of one or more primary agencies, serving as the lead, and several other agencies and organizations providing support. The ESF is a mechanism that consolidates multiple agencies that perform similar functions into a single, cohesive unit to allow for the better management of emergency response functions.

Florida Division of Emergency Management (FDEM) – The State agency responsible for coordination of all resources to assist the State and subordinate counties respond and recover from any number of disasters that may be too large for the individual counties to respond to and or recover from on their own.

Federal Emergency Management Agency (FEMA) - The Federal Emergency Management Agency (FEMA) is a government agency that brings resources to bear after a major disaster to assist communities in their recovery from the disaster.

Florida National Guard (FLNG) – The Florida National Guard is a corps of citizen soldiers that are always ready, in the event of an emergency to respond and assist, at a moment's notice, and bring life saving supplies and personnel to bear against any situation they would be likely to encounter.

Florida Wildlife Conservation Commission (FWCC) – This law enforcement unit specializes in the management of the State's population of wild game and the laws that protect those animals. In their day-to-day operations, these law enforcement personnel are highly trained and capable of completing reconnaissance, search and rescue, and other various missions in response and recovery efforts.

Individual Assistance - The Individual Assistance Branch coordinates the assistance to individuals, households, and businesses recovering from disaster impacts. The Individual Assistance Branch consists of a number of programs that work together to assist recovering communities.

Initial Damage Assessment (IDA) – This is the first damage assessment the county can do to “see” the damages left in the wake of an event. This assessment is sent to the State Emergency Operations Center (SEOC) and often leads to a J-PDA for the possible inclusion into the letter requesting a federal disaster declaration.

Individual Assistance Recovery Coordination Center(IARCC) – Several Branches and ESFs in the SEOC main room are assigned breakout rooms to provide additional space for staff to work. Recovery’s breakout room is the IA Recovery Coordination Center, normally located in the Sadowski Building 350-L conference room. The Recovery Coordination Center provides a location for Recovery meetings and collaboration. The Recovery Coordination Center staff provides information and support to the Recovery Desk and activated programs.

Interim Operating Facility (IOF) – The IOF is a temporary field facility used by an Emergency Response Team in the early stages of an incident when the team cannot operate at the State EOC, due to space limitations or other reasons, and the JFO is not yet established. An IOF is generally located at or near the State EOC or incident site. The IOF remains in operations until the JFO is established.

Joint Preliminary Damage Assessment (JPDA)- A joint assessment used to determine the magnitude and impact of an event's damage. A FEMA/state/local team will usually visit local applicants and view their damage first-hand to assess the scope of damage and estimate repair costs. The state uses the results of the PDA to determine if the situation is beyond the combined capabilities of the state and local resources and to verify the need for supplemental federal assistance. The PDA also identifies any unmet needs that may require immediate attention.

Joint Field Office (JFO) –The JFO is a temporary, multiagency coordination center established to provide a central location for the coordination of local, state, federal, tribal, non-governmental and private-sector organizations with primary responsibility for incident oversight, direction, and/or assistance to effectively coordinate recovery actions. The purpose of a JFO is to develop a comprehensive and coordinated recovery process that will bring about the prompt and orderly restoration of community facilities and

services, infrastructure, and economic base, while providing for the health, welfare and safety of the population. The JFO provides a flexible design that adapts to the particular size of the event.

Long-Term Recovery Organizations (LTRO) – LTROs are a network of voluntary non-profit organizations, faith-based organizations, business representatives and/or community-based organizations working to assist survivors recovering from disasters. LTROs often continue to assist survivors long after FEMA and the state have transitioned back to their daily responsibilities. Each disaster-affected community may take its own unique approach in structuring its LTRO, but the general function is much the same: **assist survivors over the long-term with disaster-related unmet needs that cannot be met through the standard assistance process.**

Major Disaster Declaration- Once a disaster has occurred or is imminent and the state has declared a state of emergency, Florida will evaluate the recovery capabilities of the state and local governments. If it is determined that the damage is beyond the states recovery capability, the Governor will send a letter requesting federal assistance to the President of the United States, directed through the Regional Director of FEMA, Region IV. The president then makes a decision whether or not to declare a Major Disaster Declaration. After a Major Disaster Declaration has been made, FEMA will designate the area as being eligible for assistance and announce the types of assistance available. FEMA provides supplemental assistance for state and local governments' recovery expenses, and the federal share will always be at least 75% of the eligible costs.

Memorandum of Understanding- A Memorandum of Understanding is a document between parties that ensures there is a clear understanding regarding the use of DRC facilities. This document exists between FEMA/State and each property owners, every location will require a Memorandum of Understanding (MOU) to be signed by the property owner or their designee, FEMA Representatives and State DRC Coordinator or their designee. FEMA and the State will jointly inspect and approve each location prior to signing the MOU.

Mission Management – All missions entered into EM Constellation must be updated and tracked until they are complete and closed out. Some missions can stay open for the entire length of an event and need to be continually updated. The process of monitoring and updating EM Constellation to ensure that all missions are complete is known as mission management.

National Emergency Management Information System (NEMIS) – This is the electronic database that FEMA uses to record all information pertaining to disasters and survivors.

Non-Governmental Organization (NGO) – NGO's are local, state and federal disaster assistance agencies that are of non-governmental status and assist disaster survivors in the recovery process, e.g. The United Way, The American Red Cross, The Salvation Army, etc.

National Processing Service Center (NPSC) – This is a series of three (3) call centers, nationwide, that take all calls to FEMA from disaster survivors. The survivors can register a claim, voice a concern, file an appeal, or get answers to what is going on with their claim at the NPSC.

Operational Period – All operational objectives and tasks are planned for in set period, usually not to exceed 24 hours. Typically the SEOC's operational period is 24 hours with staff working two shifts of 12 hours each. The time worked for each shift is set by the SCO or SERT Chief. All incoming replacement shifts are debriefed and transitioned by the exiting shift. Once an activation is transitioned to the JFO, the operational period changes to 12 hours.

- **Alpha Shift** – The first shift worked of an operational period. Typically 0700hrs – 1900 hrs. (7:00 am to 7:00 pm).
- **Bravo Shift** – The second shift worked in an operational period. Typically 1900 hrs. – 0700 hrs. the next day (7:00 pm to 7:00 am).

Operations Support – Operations Support during JFO activation is primarily responsible for ensuring the proper management of missions in EM Constellation.

Premise Use Agreement (PUA) – PUAs are agreements between County governments and the State Division of Emergency Management. These agreements allow state use of county facilities for the set-up and administration of ESCs.

Recovery After Action Report – An after action meeting should be conducted after each event to review the successes and areas of improvement identified during the response to the disaster. This meeting is designed to outline what aspects should be incorporated into future activations and what changes can be made to improve Recovery's response. A representative of each program activated for the event shall be present. During this meeting, areas of improvement are assigned to the appropriate parties to ensure that

future operations do not encounter similar problems. The After Action Report will be completed within 30 days of the initial meeting. Before the close of the meeting, a subsequent meeting will be scheduled within 60 days to follow-up on the progress made to improve future activations.

Recovery Desk – The Recovery Desk is the physical location within the SEOC where the Recovery Branch is situated. The desk is typically staffed 24 hours a day during activation and is the resource center for all information pertaining to Recovery. The Recovery Desk ensures information flow between the SERT and the Recovery Bureau.

Recovery Incident Action Plan (IAP) – The Recovery IAP captures and communicates the overall incident priorities, objectives, and strategies for the next operational period. The Recovery Section Chief is responsible for scheduling and conducting the daily IAP meeting. A representative of each recovery program is required to attend the IAP meeting and provide specific program planning and updates. The Recovery Section Chief shall attend the daily SEOC IAP meeting to report on Recovery’s operational and support activities.

Situation Report (SitRep)- A situation report offers a standard format for the exchange and dissemination of information. This information can be gathered from a variety of sources and provides a summary analysis of accomplished tasks and critical information for each operational period.

Small Business Administration (SBA)- The Small Business Administration is a government agency that provides low interest loans based on credit worthiness to homeowners and businesses to assist them in their recovery efforts from a major disaster.

Span of Control – Span of control ensures that the management range of subordinates for supervisors is from three to seven, with five being optimal.

Span of control is critical to effective and efficient incident management. Supervisors must be able to adequately manage their subordinates, as well as communicate with and direct all resources under their supervision. Controlling the number of allocated staff to any one manager, with span of control, allows this.

State Emergency Operations Center (SEOC) – The state’s physical location for the coordination of information and resources to support incident management (on-scene) activities.

- **Level One** – **Full Scale Activation of the State Emergency Response Team:** All primary and support agencies under the state plan are notified. The SEOC will be staffed by FDEM personnel and all Emergency Support Functions.
- **Level Two** – **Partial Activation of the State Emergency Response Team:** This is a limited agency activation. All primary, or lead, Emergency Support Functions are notified. The SEOC will be staffed by FDEM personnel and necessary Emergency Support Functions.
- **Level Three** – **Monitoring Activation:** Level 3 is typically a monitoring phase. Notification will be made to those state agencies and Emergency Support Functions who would need to take action as part of their everyday responsibilities. The SEOC will be staffed with State Watch Office and FDEM staff.

State Coordinating Officer (SCO) – The State Coordinating Officer, usually the Florida Division of Emergency Management Director, works hand-in-hand with the FCO. The SCO is responsible to the Governor for all decisions made by the state during a Federally Declared Disaster.

State Emergency Response Teams (SERT)- Florida SERT is made up of various public, private and non-profit organizations working together to ensure that Florida is prepared to respond to emergencies, recover from them and mitigate against their impacts

XII. DRC Annex

The purpose of this annex is to explain the reporting requirements of the individual DRC Manager(s) to the State DRC Coordinator. This section incorporates all the forms and explanations on how to properly fill out these forms for accurate reporting. Although these reports are available in paper form and can be submitted via fax, it would be preferred if these reports were filed electronically, and submitted thru state email. This aids the DRC Coordinator and the FEMA DRC Group Supervisor in collecting, collating and disseminating the most accurate and correct information in a more efficient and timely manner.

The following reports are presented below; here is a quick guide reference to show which reports are filed daily, weekly and monthly.

- A. DRC Daily Survivors Sign-In Sheet, this report is filled in every day to assist the DRC Manager in completing their other required reporting paperwork. These reports are not submitted unless requested by JFO Supervisory personnel.

- B. DRC Daily State Agency and Volunteer Agency Sign In Sheet, this report is filled in every day and submitted on a daily basis.
- C. DRC Bi-Weekly Timesheet and Vehicle Mileage Summary, this report is filled in everyday, for the previous day and submitted every two weeks.
- D. DRC Daily Log Sheet, this paperwork is completed and submitted on a daily basis.
- E. DRC Daily Situation Report, this report is completed daily, used as a reference for the daily DRC conference call and submitted on a daily basis.
- F. Displaced Housing Survey, these reports are filled out by the survivors, entered into the database by the State DRC Manager and kept on file, they are not submitted unless requested by Supervisory personnel at the JFO or FDEM.

A. DRC Daily Survivors Sign-In Sheet

Disaster Recovery Center Survivor Sign In Sheet

Disaster Name/Number: _____

Date: _____ DRC Number/Location: _____

No.	Name (Please Print)	Here To See	Reason For Visit
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This form should be filled out accurately every day, as the survivors enter the DRC. This form should list the names of each survivor visiting the DRC and whom they are at the DRC to see.

This allows the DRC Coordinator to see who is coming in and for what purpose. This report aids the DRC Manager in accurately recording and reporting the number of survivors and the accounting of the visits to the DRC on a daily basis.

This sheet also allows the DRC Coordinator along with the FEMA DRC Group Supervisor to readily justify decisions on whether to keep a DRC or a specific program within a given DRC, open or to close the program or DRC.

This report is **not** to be submitted with the remainder of the daily reporting information, as there is Personally Protected Information (PPI) on these sheets. Remember, PPI cannot be transmitted, or sent via email or fax as this information would then have to become part of public record within Florida's Right to Know Act.

These sheets shall be retained by the State DRC Manager in the DRC File box, by date, in case the information is needed later by the JFO staff. If it is not then the information in these reports shall be kept on file by the DRC Coordinator or their designee.

B. DRC Daily State Agency and Volunteer Agency Sign In Sheet

Disaster Recovery Center State, Local & Volunteer Sign In Sheet

Disaster Name/Number: _____

Date: _____ DRC Number/Location: _____

No.	Name (Please Print)	Here To See	Reason For Visit
1			
2			
3			
4			
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This form should be filled out accurately every day, by the staff of a given DRC when they get to or leave work for any non payable reason. This form should list all the State and Volunteer Personnel who are present and **working** in the DRC.

This information allows for a more accurate accounting of all personnel and time spent assisting survivors by each and every entity working within the DRC's.

This report allows the DRC Coordinator to provide an accounting of other State Agency Employees to their respective bosses when those persons want to find out how their employees are doing.

Additionally, this report allows the DRC Coordinator to represent the DRC's, with regards to the various Voluntary Agencies (VOLAGs) and the Voluntary Agencies Active in Disasters (VOADs) when we have meetings at the Joint Field Office (JFO).

This report is submitted electronically, everyday with the remainder of the daily reporting requirements. The "hard Copies of these reports shall remain in the custody of the State DRC Manager until he/she is demobilized, or re-assigned to other duties.

C. DRC Bi-Weekly Timesheet & Vehicle Mileage Summary

DRC Bi-Weekly Timesheet & Vehicle Mileage Summary

Disaster Number/Name: _____

Your Name: _____

DRC Number/Location: _____ Page ____ of ____

Timesheet Summary													
Week One							Week Two						
Day	Date	Start of Day	Start of Lunch	End of Lunch	End of Day	Total Hours	Day	Date	Start of Day	Start of Lunch	End of Lunch	End of Day	Total Hours
Friday	6/1					0:00	Friday						0:00
Saturday						0:00	Saturday						0:00
Sunday						0:00	Sunday						0:00
Monday						0:00	Monday						0:00
Tuesday						0:00	Tuesday						0:00
Wednesday						0:00	Wednesday						0:00
Thursday						0:00	Thursday						0:00
Total Hours for the Week						=SUM(I1)	Total Hours for the Week						=SUM(P)
Comments:							Comments:						

Vehicle Mileage Summary										
Week One					Week Two					
Day	Date	Start Mileage	End Mileage	Total Miles	Day	Date	Start Mileage	End Mileage	Total Miles	
Friday				0:00	Friday				0:00	
Saturday				0:00	Saturday				0:00	
Sunday				0:00	Sunday				0:00	
Monday				0:00	Monday				0:00	
Tuesday				0:00	Tuesday				0:00	
Wednesday				0:00	Wednesday				0:00	
Thursday				0:00	Thursday				0:00	
Total Hours for the Week				=SUM(I2)	Total Hours for the Week				=SUM(P)	
Comments:					Comments:					

Fill out this form daily and call the DRC Coordinator or their designee by 8:30AM the following day.

Signature: _____

Date: _____

DRC Bi-Weekly Timesheet & Vehicle Mileage Summary

Disaster Number/Name: _____

Your Name: _____

DRC Number/Location: _____ Page ____ of ____

Timesheet Summary													
Week Three							Week Four						
Day	Date	Start of Day	Start of Lunch	End of Lunch	End of Day	Total Hours	Day	Date	Start of Day	Start of Lunch	End of Lunch	End of Day	Total Hours
Friday						0:00	Friday						0:00
Saturday						0:00	Saturday						0:00
Sunday						0:00	Sunday						0:00
Monday						0:00	Monday						0:00
Tuesday						0:00	Tuesday						0:00
Wednesday						0:00	Wednesday						0:00
Thursday						0:00	Thursday						0:00
Total Hours for the Week						=SUM(I5)	Total Hours for the Week						=SUM(P)
Comments:							Comments:						

Vehicle Mileage Summary											
Week Three					Week Four						
Day	Date	Start Mileage	End Mileage	Total Miles	Day	Date	Start Mileage	End Mileage	Total Miles		
Friday				0:00	Friday				0:00		
Saturday				0:00	Saturday				0:00		
Sunday				0:00	Sunday				0:00		
Monday				0:00	Monday				0:00		
Tuesday				0:00	Tuesday				0:00		
Wednesday				0:00	Wednesday				0:00		
Thursday				0:00	Thursday				0:00		
Total Hours for the Week					=SUM(I7)	Total Hours for the Week					=SUM(P)
Comments:					Comments:						

Fill out this form daily and call the DRC Coordinator or their designee by 8:30AM the following day.

Signature: _____

Date: _____

Understanding that this form captures two (2) separate categories of information this form shall be completed on a daily basis. The first portion of this form, the timesheet portion, should be filled out in the morning, for the accurate time reporting of the previous day.

An accurate **example** of how to correctly fill out this report would be:

1. When you come in on Tuesday morning, you would fill this form out for the time you spent working at the DRC on Monday. Not to include drive time to the DRC

from the employees hotel and vice versa. This time would not be reimbursable and cannot be counted as time worked regarding this report.

This form should not be changed without adding an explanation for the change in the comments section for each change, as well as obtaining permission to change the form from the IA Branch Chief thru the DRC Coordinator or their designee.

When a change is warranted, you must first call the DRC Coordinator and explain the circumstance surrounding the change, and get permission for the change; otherwise, it will not be allowed.

This report is submitted electronically, every other week with the remainder of that day's reporting requirements. This report is faxed or emailed to the DRC Coordinator or their designee every other week to quantify the employees time. The "Hard copies" of these reports shall remain in the custody of the DRC Manager until he/she demobilized or reassigned to other duties. The reports are turned over at that time to the DRC Coordinator or their designee.

The second portion of this form, the vehicle mileage portion, of this report is filled out in the following manner;

Every morning fill out the form with the previous days' ending odometer reading, then put that number as the beginning odometer reading in the appropriate space for today.

1. Do not break down the mileage into categories such as, "On duty vs. off duty". Do not think, "Well I went to dinner after work and that was about 15 miles round trip, etc. Just plug in the end of day mileage and the same number for beginning day's mileage.

The end of day mileage would be the mileage you put down after the last trip of the day, which may not be the mileage accumulated when you got back to the hotel after work.

D. DRC Daily Log Sheet

Disaster Recovery Center Daily Log Sheet

Disaster Number/Name: _____

Day/Date: _____

DRC Number/Location: _____

Staff/Agency	Name	Phone Number
FEMA Manager		
State Manager		
SBA Manager		
Applicant Services Lead		
Applicant Services Specialist		
Applicant Services Specialist		
Receptionist		
EXIT Interviewer		
FEMA Mitigation		
SBA Customer Service Representative		
Dept. of Economic Opportunity		
Dept. of Children & Families		
Crisis Counseling		
FEMA CR Team Lead		
FEMA CR Team Member		
FEMA CR Team Member		
State CR Team Lead		
State CR Team Member		
State CR Team Member		
Dept. of Elder Affairs		
FEMA Security Contractor		
American Red Cross Lead		
American Red Cross Volunteer		
Salvation Army O.I.C.		
Salvation Army Volunteer/Worker		
Project Hope Lead		
Project Hope Volunteer		
United Way Lead		
United Way Volunteer		
County Health Dept. Rep.		
County Health Dept. Rep.		
County Permitting Office Rep.		
County Permitting Office Rep.		
Local Official		
County Official		
State Official		
Federal Official		

This form should be filled out every day, during the day, whenever an employee, visitor, (non-survivor) or vendor enters the facility for official business.

Get the person's name and phone number, cell phone numbers work too; log the information onto the reporting sheet.

If at all possible acquire a business card from all visitors; this aids you in the building of your County Contact List that you as the DRC Manager should be continually building on a daily basis.

In building your County Contact List, you should attempt to get business cards from all personnel within the DRC, as well as all businesses you stop at during the day, and any dignitaries you have meetings with while working.

This report is submitted electronically, everyday with the remainder of the daily reporting requirements.

The "hard Copies of these reports shall remain in the custody of the State DRC Manager until he/she is demobilized, or re-assigned to other duties.

E. DRC Daily Situation Report

Disaster Recovery Center Daily Situation Report

Disaster Number/Name: _____

Today's Day/Date: _____

DRC Number/Location: _____

Unusual Events: _____

Special Visitors: _____

Local Weather Update: _____

Changes in DRC Personnel: _____

Changes in DRC Personnel Emergency Contact Info: _____

Meeting With: _____

Regarding: _____

What was discussed: _____

Daily Total Survivor Visits		
Cumilative Survivor Visits	Daily	Total
Total Survivor Visits		
Dept. of Elder Affairs		
Dept. of Veteran Affairs		
Dept. of Ag & Cons. Svcs.		
Dept. of Financial Services		
Dept. of Economic Oppourtunity		
Dept. of Children & Families		
Crisis Counseling		
Dept. of health & Human Svcs.		
Dept. of Hwy. safety & Mot. Veh.		
Small Business Administration (SBA)		
Internal Revenue Service (IRS)		
Social Security Admin. (SSI)		
Young Lawyers Association		
FEMA Mitigation		
Project Hope (PH)		
American red Cross (ARC)		
Salvation Army (SA)		
United Way (UW)		
County Health dept.		
County Plans & Permits Dept.		
Disaster Housing Survey		

If there are any Unmet Needs, Unusual Events, Special Visitors, or Changes in DRC Personnel, or their contact information post the issue on the following page of this report.

Newly Identified Unmet Needs:

Signature: _____ Date: _____

This report is a combination of two older reports and allows a “snapshot” of what is going on within a specific DRC, on a daily basis. This report aides the collection, collation and dissemination of pertinent information in a more effective and timely manner.

This report is filled out every day by the State DRC Manager.

The numbers in this report **MUST** Match the FEMA DRC Managers reporting numbers.

If there is a discrepancy, the DRC managers, FEMA and SERT, will work together, determine what the issue is, and resolve the issue, prior to submitting this report.

This report should be used for the conference call, fill the form out completely and the conference call will run smoother and more efficiently.

This report is submitted electronically, everyday with the remainder of the daily reporting requirements. The “hard Copies of these reports shall remain in the custody of the State DRC Manager until he/she is demobilized, or re-assigned to other duties.

F. Displaced Housing Survey

DISASTER TEMPORARY HOUSING SURVEY

PLEASE PRINT

Name: _____ Phone Number: _____

Date: _____ FEMA Registration Number: _____

County: _____ Disaster Number/Name: _____

Current Address: _____

Damaged Address: _____

PLEASE CIRCLE THE MOST CORRECT ANSWER

Do you have a place to stay? YES NO If YES: SHELTER HOTEL OTHER

If YES, how long can you stay at this location? _____

0-2 WEEKS 2-4 WEEKS 1-2 MONTHS 2-4 MONTHS INDEFINITELY

With whom will you be staying? FAMILY FRIENDS OTHER

Do you have Homeowner's Insurance? ___ Flood Insurance? ___ Additional Living Expenses? ___

How many people live at this residence? ___ Do you have pets? YES NO If YES, How Many? ___

If YES, what type? DOG CAT EXOTIC LIVESTOCK OTHER

Damage to the structure: NO APPARENT DAMAGE DAMAGED BUT HABITABLE

INACCESSIBLE DAMAGED AND UNINHABITABLE

If INACCESSIBLE, when do you anticipate accessibility? _____

Advise occupant to call 1-800-621-3362 (FEMA Helpline when dwelling becomes accessible again.

What caused the damage to the dwelling? WIND FLOOD FIRE OTHER

How long will you be out of the dwelling? 0-2 WEEKS 2-4 WEEKS 1-2 MONTHS 2-4 MONTHS

If a hotel were available, would you consider this as temporary housing? _____ YES NO

HABITABILITY

ROOF TARPING

Running Water YES NO

NOT NEEDED

Electricity YES NO

ALREADY TARPED

Doors & Windows YES NO

NEEDED

Are you currently receiving housing assistance (HUD, USDA, etc)? YES NO

If YES, which program: _____

Will you need special housing accommodations (ADA, etc.)? _____

If YES, Please specify: _____

Do you have unmet disaster needs? YES NO If YES, is this an IMMEDIATE or LONG TERM need?

Please describe the specific unmet disaster related need: _____

Have you removed any damaged material from your home (Carpet, drywall, etc.)? YES NO

Carpeting and Padding: YES NO Drywall: YES NO Flooring: YES NO

Furniture: YES NO Electronics: YES NO Appliances: YES NO Clothing: YES NO

Would you be willing to sign a written consent for VOLAG/LTR Assistance? YES NO

Please attach written consent with specific information.

Please fax only the written consent to NPSC for scanning into NEMIS.

This report should be completed by every survivor that has been displaced from their address of record and/or is not yet in a new residence of their own, providing that they did have a residence prior to the disaster; it doesn't matter if the survivor was a renter or a homeowner, if they are willing to, they should fill the form out.

This form is then turned in to the State DRC Manager, who enters the completed housing survey into the State Disaster Housing Database (SDHD).

Be mindful, if a survivor reports, either on this form or in person that there is/are unmet needs in their household, you must notify the DRC Coordinator or State Disaster Housing Coordinator immediately upon the survivor leaving the shelter, IF the unmet need remains.

This form is then counted on the DRC Daily SitRep with the remainder of the State's daily required paperwork and that paperwork is submitted at the end of the day, as usual. This form is kept on file with the DRC Manager in their file box. These forms are not transmitted unless requested.

The hard copy stays with the DRC Manager, filed by date, in the State DRC Managers' file box. These forms will be turned in to the DRC Coordinator or their designee who will turn them over to the State Disaster Housing Coordinating Officer.

References

1. **44 CFR**. Code of Federal regulations Title 44, volume 1, parts 13, 14 and 206 (Sub – Chapter D – Federal Assistance to Individuals and Households)
<https://cfda.symphlicity.com/index?s=program&mode=form&tab=step1&id=1dc6a2308ff5a2ec345b6485f4e4f9ce>
2. **Florida Statutes 2012, Title XVII, Chapter 252** (Emergency Management) Military Affairs & Related Matters, Emergency Management.
<http://www.leg.state.fl.us/statutes/>
3. **State of Florida, Comprehensive Emergency Management Plan**. Division of Emergency Management, 2012
http://www.floridadisater.org/documents/CEMP/FINAL%20DRAFT_2012%20Basic%20CEMP%20%20Annexes.pdf

Recovery

Field Operations Guide for Disaster Recovery Centers

Disaster Recovery Center (DRC)

The Disaster Recovery Center (DRC) Field Operations Guide is intended to provide DRC Managers with a comprehensive overview of the requirements in establishing, managing, and closing a DRC. This guide also provides a synopsis of the individual Assistance Programs and clarification on common questions regarding the disaster recovery process.

In preparation for potential disasters, many steps have been taken to ensure a coordinated recovery operation. This guide is designed to provide the State DRC Managers with a comprehensive understanding of their role in the recovery process and the specific responsibilities which are required of the DRC Managers. The materials contained in this document are intended to be used as a reference when DRC Managers are in the field.

I. DRC Concept of Operations

The DRCs will be mobilized, operated, and demobilized in three phases. The three phases are: Pre-Declaration, Declaration, and Demobilization.

Pre-Declaration Phase

The Pre-Declaration Phase encompasses all efforts prior-to and in-anticipation-of an impact within the State of Florida. The purpose of the Pre-Declaration Phase is to identify the needed resources to quickly mobilize DRCs in the heaviest impacted areas. The DRC Coordinator performs the following actions during this phase:

1. Initiate the DRC Activation Plan
2. Identify the counties with potential for damage using available information from Joint Preliminary Damage Assessments (PDAs) and activity levels of shelters and mass feeding sites.
3. Confirm pre-identified DRC locations through the County Emergency Management Director, designee and/or Regional Coordinators.
4. Assist FEMA in the establishment of the Memorandum of Understanding (MOU) for the proposed DRC location.
5. Coordinate with ESF 6 – Mass Care/Human Services, ESF 15 – Volunteers and Donations, ESF 8 – Business, Industry and Economic Stabilization, Department of Highway Safety and Motor Vehicles (Division of Drivers Licenses), Department of Veterans Affairs, Department of Elder Affairs, and the Department of Financial Services for identification of program staff to support the establishment of DRCs.

6. Coordinate with the county for the identification of local programs that are available to support their community and provide staff in the DRC. (County Health Department, Permits Office, Property Appraisers Office, etc.)
7. Request FEMA identify the available mobile DRCs and request them to pre-position mobiles as necessary.
8. Identify DRC managers from the various State agencies and coordinate DRC refresher training for managers.
9. Ensure DRC go-kits are prepared.
10. Request the Disaster Reservist Cadre Manager to identify and place a minimum of ten (10) Reservist Disaster Managers on stand-by, and if needed, DRC Assistants.
11. Coordinate with Federal, State, and Local Logistics (LOG) for equipment needed to support DRCs operations (i.e., tables, chairs, printers, signage, etc.).

Declaration Phase

The Declaration Phase begins once a federal declaration has been signed by the President of the United States and will continue through the closure of the last DRC. The purpose of this phase is to coordinate with the FEMA Group Supervisor regarding potential DRCs and determine their location. DRCs may be operational within 24 hours of cessation of tropical storm force winds or as directed by the Deputy State Coordinating Officer. During this phase, the FEMA DRC Group Supervisor and the State DRC Coordinator shall work together to determine the number of DRCs needed to support survivors throughout the impacted areas. The FEMA/State Coordinators shall jointly make a recommendation to the Individual Assistance Branch Director as to the priority of opening DRCs based on survivors' needs and information received from the Joint Preliminary Damage Assessments. The following actions occur during this phase:

1. Finalize a list of impacted counties where DRCs are needed.
2. Representatives from federal, state, and local agencies will jointly assess each identified DRC location to ensure compliance with FEMA safety, security and the Americans with Disabilities Act (ADA) requirements.
3. Representative from federal, state, and local communities should coordinate the type of DRC (fixed or mobile), staffing, staffing needs, set-up of logistics, identify DRC staff and opening date.

4. Coordinate with Disaster Logistics for shipment of DRC go-kits from the State Logistics Resource Center.
5. MOU is signed by appropriate parties and uploaded into EM Constellation (forward original to DRC Coordinator for public records preservation).
6. State managers are notified by their ECO's regarding the confirmed address and date of opening for DRCs.
7. Missions are put into EM Constellation requesting deployment of the following:
 - a. State DRC Managers;
 - b. Logistical equipment to support DRC operations; and
 - c. State agency program staff.
8. To ensure a consistent flow of information and materials, a courier system is established between the Joint Field Office (JFO) and the DRCs.
9. Mobile DRCs are deployed to pre-identified locations if deemed necessary.
10. Initial wave of DRCs are established and staffed with the following:
 - a. FEMA and State DRC Managers;
 - b. Small Business Administration (SBA);
 - c. Crisis counseling and/or Disaster Mental Health counselors;
 - d. Federal mitigation;
 - e. State agency program staff;
 - f. County/local program staff; and
 - g. Volunteer and Faith-based organizations.
 - h. Confirm Disaster Reservist Cadre Manager has processed Reservist DRC Managers that will deploy to relieve State Managers. Refresher training is conducted and Disaster Reservists are deployed to assigned DRCs.
 - i. Determine the need to open and staff additional DRCs as the need arises.
 - j. Begin developing a draft for the DRC demobilization plan jointly with FEMA.

Demobilization Phase

Demobilization of each DRC will be analyzed on a case-by-case basis. Under the direction of the IA Branch Director, the DRC Coordinator and the DRC Group Supervisor will jointly coordinate with the county EM Directors to determine if the needs of the impacted area have been met. Upon confirmation it is then submitted to the State and Federal Coordinating Officers for final approval. Many additional factors are considered when determining appropriate closure dates for the DRCs.

1. Severity of the damage in the immediate area.
2. Number of registrants from the impacted area.
3. Communication with the local emergency managers and elected officials to gain local perspective on estimates of need.

Once the closure dates have been confirmed in writing by the County EM Director, the following will occur:

1. Community Response will begin the last push into the county; and
2. Public Information Office (PIO) will transmit information to the public of closure date/time, assistance that will remain after closure and key contacts for immediate or unmet needs.
3. DRC Manager and State staff will be notified of the DRC closure date and time;
4. Facility owner or designee will be notified in writing of the confirmed closure date;
5. An appointment will be set to perform the final walk-through inspection, upon completion results of final inspection will be uploaded into EM Constellation;
6. Coordinate with Logistics to remove all state accountable property.

II. Disaster Recovery Center Roles and Responsibilities

Mobilization and Deployment

The Disaster Reservist Cadre Manager will be notified via email of how many staff will be needed to support the Disaster Recovery Center Operations. Staff will be notified by phone with instructions on when and where to report for duty. Each staff member will be required to attend specific job training prior to their deployment into the field.

Logistics and the DRC

Logistical support is an ongoing task in the DRC operations. The initial logistics request for a DRC begins mobilization when the DRC Manager arrives for assignment. The DRC Coordinator will notify the DRC Managers of the status of their logistical support. DRC Managers must be prepared to work in non-traditional conditions, including tents, without power, and without phone service, etc.

At a minimum, the DRC Manager will have a “Go-Kit” pre-staged or with them at the time of deployment. The go-kits will contain:

Forms

20 Registration Forms (90-69)	20 DRC Reception Logs
20 Declaration & Release (90-69 B)	20 Contact Sheets
20 DRC Daily Reports	20 Telephone registration Forms
20 Assistance to Individual and Household Fact Sheets	

Special Items

1 FEMA/State Banner	1 Flashlight with Batteries
1 Weather Radio	1 Laptop
1 Scanner	1 Surge Protector
1 Extension Cord	1 CD with appropriate manager forms and information

Supplies

Stapler	Staple Puller
Box Staples	Box Paper Clips
Clipboard	Scissors
Box Pencils	Box Ink Pens
Box Highlighter	Box Red Marker
3” Post-Its	5” Post-Its
Pencil Sharpener	Scotch Tape
Masking Tape	Security Tape
Steno Notebook	File Folder
Package Copy Paper	Rubber Bands
Hand Sanitizer	Field Operations Manual

Wall Signs

Handicap Accessible	Enter
Exit	FEMA/State DRC
Hours of Operation	Restroom (Men & Women)
Waiting Area	Emergency Exit

Table Signs

DRC Manager	Dept. of Children and Families
Disaster Behavioral Health	Dept. of Veteran Affairs
Dept. of Elder Affairs	Dept. of Agriculture
Dept. of Economic Opportunity	State of Florida Mitigation
Dept. of Financial Services	Dept. of Highway Safety & Motor Vehicles
FEMA Applicant Services	Small Business Administration (SBA)
Young Lawyers Association	FEMA Mitigation

Social Security Administration
Local Building & Permit Office
Community Response Team
Faith-Based Organizations
American Red Cross

County Dept. of Health
Local Utilities
Long Term Recovery
Salvation Army

Disaster Recovery Center Coordinator

The DRC Coordinator is the principle state representative that is directly responsible for overseeing all DRC operations within the impacted area. This includes opening, closing, staffing, phase down, and all logistical issues for the DRCs. The following is a list of tasks that the Coordinator will be required to perform:

1. Primary Duty Location (PDL) is at the Joint Field Office (JFO) and reports directly to the State Individual Assistance Branch Director;
2. Coordinates with the impacted counties in identification and/or inspection of locations, opening, transitioning and/or closing DRC(s);
3. Coordinate with Logistics (LOG) on equipment to support DRCs and managers and set a date and time of delivery;
4. Coordinates with state agencies in identifying state managers and program staff in support of DRC operations;
5. Coordinates with Disaster Reservist Cadre Manager to identify DRC Field Staff and Joint Field Office (JFO) Support Staff;
6. Supervises and mentors DRC staff;
- 7. Ensures each DRC Manager reports hours worked daily, including a lunch break;**
8. Maintains a daily log of hours each DRC Manager worked;
9. Monitors activities and verifies that security, safety, administrative, and logistical support are provided for all DRCs;
10. Ensures that accurate and timely reports are distributed to JFO staff on a daily basis. Participate in coordination and planning for DRC staff training, conference calls, meetings, and other information sharing opportunities;
11. Identifies challenges and trends and implements solutions;
12. May be required to travel to DRC locations and/or work as a DRC Manager;

13. Ensures that EM Constellation Tracking Log is maintained and updated daily;
14. Maintains complete and well-organized DRC records for transition and archiving; and
15. Coordinates and facilitates the daily DRC conference call (4:00 p.m.). Provide all stakeholders with appropriate phone number and format.
 - a. DRC Daily activity count will begin once the first survivor enters the DRC and will end at 3:00 p.m. each day. For the remainder of the operation, activity count will begin at 3:00 p.m. from the prior day and end at 3:00 p.m. the day the report is due.

Disaster Recovery Center Deputy Coordinator

The DRC Administrative Operations Support is responsible for maintaining an accurate and organized file system of activities and personnel throughout the operation. The following is a list of tasks that the Administrative Operations Support will be required to perform:

1. PDL is at the JFO and reports directly to the DRC Coordinator or Deputy.
2. Provides administrative support for all DRC Operations. (i.e. OPS time sheets, travel vouchers, P-Card inquiries, Avis Rentals, daily reports, organizational chart updates, contact roster, etc.)
3. Issues and maintains tracking log on all DRC equipment being utilized by appropriate DRC location.
4. Restocks Go-Kits for DRC Managers.
5. Maintains an updated list of active and demobilized DRC personnel for each disaster, including each assignment.
6. Participates in daily conference calls.
7. Ensures prior to demobilization of DRC staff, all required documents and state accountable property have been properly returned to appropriate personnel.
8. Ensures all DRC files, reports, timesheets, log sheets, etc. are scanned and labeled prior to demobilization.

Disaster Recovery Center Manager

The state, FEMA, and the county where the DRC is located, share the responsibility for opening, operating, and closing the DRCs. FEMA DRC Managers have the overall responsibility for facility operations, including security, and the supervision of the federal employees of the DRC

staff. State Managers work in tandem with the FEMA Managers and supervise state, local, volunteer, and faith-based organizations. The State DRC Manager is responsible for expediting the mobilization of the DRC site in the most heavily impacted area following an event. In addition, the manager is responsible for the initial layout of the facility including signage and should ensure that all personnel to work within the facility have sufficient space to carry out their daily functions. The following is a list of tasks the DRC Manager is required to perform:

1. PDL is at the assigned DRC.
2. Determines the DRC initial layout and emergency evacuation plan. When soft-sided DRCs are utilized, plan the best location for the generator, air conditioning and heating and all other vendor installed equipment, to maximized space and prevent repositioning the equipment.
3. Ensures there is adequate room available to provide a berthing station for the FEMA Mobile DRC to pull alongside the tent (Soft-sided DRC supported by a Mobile DRC).
4. Mobile DRCs may also be used to support a fixed DRC when services are hindered due to an event.
5. Assists state agency program staff during set up in their assigned area. Identify any unmet needs and notify the DRC Coordinator or their designee.
6. Assigns all state programs that are likely to assist disaster survivors of similar needs in close proximity to one another.
7. Maintains Daily Agency Sign-In Sheet including state, local, volunteer, and faith-based organizations. Sheet should consist of: name, agency, contact information and hours present.
8. Responsible for opening, day to day operations, and transition or closing of the DRC.
9. Supervises and mentors state, local, and volunteer staff. Ensure that survivors are successfully served throughout the DRC with minimum of delay.
10. Performs administrative duties for DRC staff, signs invoices for equipment ordered and received by the State, time sheets, and travel. Provides all original documents to the DRC Coordinator through the provided courier service.
11. Conducts daily briefings and conference call.
12. Identifies challenges and trends; propose and implement solutions.
13. Monitors staff workload and level of DRC activity to make accurate recommendations for transitioning or downsizing the DRC.

14. Ensures signs informing the general public of the location for the DRCs are placed, without obstruction, along all major roads leading to the DRC. If additional signage is needed, notify the DRC Coordinator during the daily conference call.
15. Refers any media arriving at the DRC to the Public Information Officer (PIO) for specific questions or information.

The PIO will take the lead on all media related issues unless otherwise directed.

16. In the event the DRC becomes overwhelmed with survivors, the state and FEMA Managers should jointly institute an appointment schedule through the receptionist table.
17. Establishes a separate or secluded area for crisis counseling.
18. Ensures that all staff are in place and ready for business 30 minutes prior to the DRC opening.
19. Mediates any disputes within the DRC.
20. Informs staff of VIP visits to the area and/or the DRC.
21. Prepares and forwards the DRC Log, Situation Report (SitRep) and Disaster Housing Surveys to the DRC Coordination Center/JFO no later than 3:30 p.m. daily.
22. Daily activity count will begin once the first survivor enters the DRC and will end at 3:00 p.m. that day. For the remainder of the operation, activity count will begin at 3:00 p.m. from the prior day and end at 3:00 p.m. the day the report is due.
23. Maintains open communications with all agencies involved:
 - a. FEMA DRC Manager;
 - b. Federal staff;
 - c. State, local, volunteer, and faith-based organizations;
 - d. State Disaster Temporary Housing Coordinators; and
 - e. State Community Response Team Leads and Field Staff.
 - f. Maintains complete and well-organized DRC records for transition and archiving.

Receptionist

Perform the following tasks daily:

1. Greet the survivors who enter the DRC.

2. Determine the registration status.
3. If a survivor is not registered, direct them to a phone or computer bank for Registration Intake.
4. If a survivor has registered, direct the individual to an available Applicant Assistance Specialist or appropriate waiting area.
5. If a survivor has registered and a habitability inspection has been performed on the house by FEMA, direct the survivor to Preliminary Placement Interview (PPI) caseworkers.
6. Start the routing slip for the survivor and stress that it should be returned as they exit the facility.
7. Receptionists should have program knowledge of all agencies within a DRC so they are able to direct survivors to the appropriate services.
8. Ensure log sheets of all visitors are kept up to date.

Applicant Services Specialists

Applicant Services Specialists should perform the following tasks:

1. Conducts the interview with survivors as well as verify all personal information.
2. Provides survivors with information on the application process to ensure they understand the time frame involved, inspection process, and response to their needs.
3. Completes routing slip for each survivor, showing the survivor what agencies are present and may be able to provide additional assistance.
4. Listens to, analyzes individual unmet needs, and focuses on the resolution through appropriate referrals.
5. Conducts research and provides survivors with updates on information requests pertaining to their application status.
6. Evaluates and assesses appeal requests. Recommends solutions for unique cases and seeks advice from the DRC Manager and/or forwards the case to the Unmet Needs Coordinator.

Disaster Behavioral Health/Crisis Counseling

The purpose of the crisis-counseling program is to help relieve any grieving, stress, or mental health problems caused or aggravated by the disaster or its aftermath. These short-term services, provided by FEMA as supplemental funds granted to state and local mental health agencies, are only available to eligible survivors or a presidentially-declared major event. Those who may require this confidential service should inquire about it while registering for disaster assistance; the DRC staff will refer the applicant to crisis counseling services. Or they may contact FEMA's toll-free number 1-800-261-FEMA (TTY 1-800-462-7858) to find out where these services can be obtained.

Exit Interviewer

Exit Interviewer confirms that survivors have successfully met with each of the appropriate agencies and representatives in the DRC. An effective Exit Interviewer will perform the following:

1. Conducts applicant interviews.
2. Collects the survivor's routing slips and confirms that the survivor has spoken with all agencies that may be able to assist them.
3. Ensures all questions from the survivor have been answered and address any new questions or concerns they may have.
4. Distributes informational brochures to survivors from agencies that may not be physically present in the DRC.
5. *Determines if survivors are satisfied with the services at the DRC.*
6. Looks for trends to report to the DRC Managers that assist in identifying the DRC staff's applicant service satisfaction rates. Tracks information to identify trends that will be useful to the JFO.
7. Performs other duties as required.

Small Business Administration (SBA)

The SBA Disaster Recovery mission is to assist survivors with recovering from disasters and rebuild their lives by providing affordable, timely and accessible financial assistance. This assistance is available to homeowners, renters, and businesses that are within the declared counties. SBA is an important partner to the State and FEMA in disaster recovery field and will work closely with the DRC Managers. May SBA representatives have worked extensively in DRCs and may be a valuable resource. Depending on the circumstances, a Disaster Loan Outreach Center will be established by SBA and will generally remain in the affected area for

two weeks upon closure of the DRC. They will either remain in the location of the closed DRC or relocate to a smaller facility. SBA representatives assist survivors in applying for loans. For survivors seeking federal assistance, the completion of a SBA loan application will be required. During the course of the day, SBA representatives:

1. Provide information on disaster loan programs.
2. Assist in completion of loan applications.
3. Conduct community outreach.

Disaster Unemployment Assistance (DUA)

1. May provide weekly benefit payments to those out of work as a direct result of the disaster.
2. Includes self-employed persons, farm and ranch owners, and others not covered or qualified under regular unemployment programs.
3. 100% funded by FEMA, through the US Department of Labor and administered by the state's unemployment agency, the Department of Economic Opportunity (DEO).

Disaster Legal Services

FEMA, through an agreement with the Young Lawyers Division of the American Bar Association, provides free legal assistance for disaster survivors. Legal advice is limited to cases that will not produce a fee and may not be available for all events. Persons may seek legal counseling regarding:

1. Insurance claims;
2. Landlord/tenant counseling;
3. Home repair contracts;
4. Consumer protection matters;
5. Replacement of wills/legal documents; and
6. Power of Attorney guardianships/conservatorships.

External Affairs

External Affairs is a composition of many areas of expertise. The two specific groups we will describe here are Community Relations and the FEMA Functional Needs Group.

Community Relations (CR) (on the federal side of the house) goes door to door with a State SERT Representative. Their job is to make sure the message gets out to everyone that there is an active response in the area for all disaster survivors. The CR element assists disaster survivors in registrations, informational brochures, and instructions on how to register for federal and state assistance. Additionally, the CR team goes out into the field to look for pockets of disaster related damage and survivors that may not be aware of the response presence in the community.

In the DRC, the CR Teams will check in with the DRC Managers, they will exchange information on where the survivors are coming from that may not have known about the Community Response.

Another important aspect of the external affairs section of FEMA is the Functional Needs Integration Group. In this section, employees that are bilingual, as well as those persons who can “sign” or interpret sign language ease the burden of those survivors who have not only the disaster, but also a language barrier to overcome. These individuals can work in the DRCs via online and WI-FI. These employees assist survivors with a language barrier, making these survivors efforts to recover from a disaster, just that much easier and effective.

Mitigation

Mitigation focuses on breaking the cycle of disaster damage, reconstruction, and repeated damage. Mitigation efforts provide value to Florida citizens by creating safer communities and reducing loss of life and property. Mitigation includes activities such as:

1. Complying with or exceeding the National Flood Insurance Program (NFIP) floodplain management regulations;
2. Enforcing stringent building codes, flood-proofing requirements, seismic design standards, and wind-bracing requirements for new construction or repairing existing structures;
3. Adopting zoning ordinances that steer development away from areas subject to flooding, storm surge or coastal erosion;
4. Retrofitting public buildings to withstand hurricane-strength winds or ground shaking;
5. Acquiring damaged homes or businesses in flood-prone areas, relocating the structures, and returning the property to open space, wetlands or recreational uses;
6. Building community shelters and tornado safe rooms to help protect people in their homes, public buildings and schools in hurricane and tornado-prone areas.

Individual and Households Program (IHP)

The IHP provides money and services to survivors of a disaster area when their losses are not covered by insurance and property has been damaged and/or destroyed. It is designed to assist with critical expenses that cannot be covered in other ways. IHP will not cover all property losses and is not designed to restore damaged property to its condition prior to the disaster.

1. Provides financial and direct assistance for disaster-related necessary expenses and serious needs that cannot be addressed through other means.
2. Most commonly used forms of assistance are home repair, rental assistance, and personal property losses.
3. Is divided into two sections:
 - a. Housing Assistance (HA); and
 - i. Temporary Disaster Housing: Money that is available for survivors to relocate to a rental property, or a government provided housing unit, when local rental properties are not available.
 - ii. Repair: Money that may be available to homeowners to repair damage that was a direct result of the disaster and was not covered by insurance. The goal is to make the damaged home safe, sanitary, and functional.
 - iii. Replacement: Money that may be available to homeowners to replace their home that was destroyed by a disaster and was not covered by insurance. The goal is to assist the homeowner with the cost of replacing their destroyed home.
 - iv. Permanent/Semi-permanent Housing Construction: Direct assistance or money that may be available for the construction of a home. This type of assistance occurs in remote locations specified by FEMA, and only when no other housing assistance is available.
 - b. Other Needs Assistance (ONA).
 - i. Other Needs: Money that may be available for necessary expenses and serious needs as a direct result of the disaster. This includes items such as medical, dental, funeral, personal property, transportation, moving and storage, and other expenses that are authorized by law.

Total IHP Financial Assistance

1. Cannot exceed the program maximum amounts set by law. This amount is updated annually.
 - a. \$32,400.00 – Effective **October 1, 2013**
2. Maximum may be a combination of Housing Assistance (HA) and Other Needs Assistance (ONA).
3. Assistance is not to exceed 18 months from the date of declaration.

STATE REPRESENTATIVES

Department of Children and Families (DCF)

1. Food stamp replacement;
2. Disaster Behavioral Health/Crisis counseling; and

3. Disaster Emergency Food Stamps.

Department of Economic Opportunity (DEO)

1. Job placement;
2. Training and referrals; and
3. Unemployment benefits that may be available to survivors who are out of work as a direct result of the disaster.

Department of Elder Affairs (EA)

1. Case managers connect the elderly to appropriate assistance.

Department of Veterans Affairs (VA)

1. Case managers provide information on benefits, pensions, insurance settlements, and VA mortgages.

Department of Highway Safety and Motor Vehicles (DHSMV)

1. Identification replacement, driver's license, voter registration, organ donation designation, emergency contact registration, vehicle tags and registration;
2. Provides locations of facilities that remain open near or in the impacted area; and
3. May establish mobile facilities within the DRC.

Department of Agriculture

1. Provides loan programs to assist eligible farmers, ranchers, and aquaculture operators in returning their operation to a financially sound basis in the aftermath of a disaster.

Department of Financial Services

1. Provides information on federal and state assistance programs, including insurance awareness.

Note: Which state agencies assigned to a Disaster Recovery Center will be dependent on the type of disaster and extent of damages.

LOCAL REPRESENTATIVES

County Department of Health

1. Water test kits; and
2. Health and Safety Awareness.

Utilities

1. Information related to restoration of services.

Building and Permit Office

1. Provide information related to building and remodeling projects when permits are necessary.

Community Response Team

1. Provide disaster preparedness education for survivors within the impacted community.
2. Provide staff support for the DRC operation.

VOLUNTARY AND FAITH BASED ORGANIZATIONS

Representatives

Voluntary and faith-based organizations may assist survivors with emergency food, clothing, shelter, and medical assistance. Many additional services may be available in various disaster circumstances. Learn and know what is present in your particular situation so you can make appropriate referrals. Common agencies and assistance that may be present in a DRC include:

Long-Term Recovery

1. Intake; and
2. Unmet need identification.

Faith-Based Organizations

1. Vouchers for clothing;
2. Referrals for services such as debris removal and flood cleanup; and
3. Assistance in replacement of household necessities.

American Red Cross

1. Feeding and hydration;
2. Flood cleanup materials; and
3. Gathering information on identified unmet needs of the impacted community.

Salvation Army

1. Feeding and hydration;
2. Sheltering;
3. Clothing; and
4. Assistance in replacement of household necessities.

PARTNERSHIPS AND ORGANIZATIONS

A successful DRC Manager will fully understand the partners within the DRC and the relationship between the DRC, FEMA, and other organizations assisting in the disaster recovery. Multiple entities, organizations and departments are present at the DRC. All are important partners in the disaster recovery process. In addition to those present in the DRC, relationships exist with other entities that are vital in the daily operations of the DRC. The following provides an overview of the individuals and organizations which form the partnerships necessary to make the DRC operation successful.

State

The state will have representatives at the DRC responsible for coordinating with the DRC Manager. Once assigned to a DRC location, the representative should brief the manager on their program and services available.

Local Government

The DRC is located within the local jurisdictions domain and it is critical that all parties remain informed on daily activities, including issues or concerns that may arise. The local government will decide the most effective means of communication; however, there will be a primary point of contact with whom the DRC Manager will coordinate with, typically the County EM Director.

Non-governmental Organizations (Faith-Based and Voluntary Organizations)

Additional organizations who may contribute to the recovery effort provide a valuable resource to the community and the DRC. All agencies and organizations that would like to participate in the DRC Operation must be approved by the State DRC Coordinator.

Joint Field Office (JFO)

Communications with the JFO and the DRC Coordinator in particular are an important part of the daily operation. The JFO must remain aware of the information received in the field to make timely and accurate determinations of the need for the DRCs to remain open, increase staffing or target various programs within the DRC.

FEMA Region

The region is responsible for the overall coordination of the disaster programs and will be a key decision maker in the role of the DRC operations. There will be little direct coordination and interaction between the DRC Manager and the Region; however, it is important the relationship is recognized in the structure of the organization.

Mitigation

The Mitigation Department of FEMA or the state will maintain a presence at the DRC. The Mitigation representative will meet with survivors who are interested in learning about ways to rebuild stronger and safer than pre-event conditions. Mitigation may help survivors reduce future damages by planning for disaster during their reconstruction efforts.

Preliminary Damage Assessments (PDA) Team

PDA Teams are sent to the field following a disaster to determine the extent and location of damages. Each team consists of a FEMA, state, local, and SBA representative. Information gathered will assist with determining the need for the establishment of a DRC.

Emergency Management (EM) Directors

The EM Directors are the primary coordinating body within the impacted county. To better coordinate the delivery of services within the DRC, it is critical the EM Director be notified of issues and concerns.

Additional IHP Details

Housing Assistance (HA) Program

Housing Assistance (HA) is one of the most visible programs at FEMA. There is a great deal of information surrounding the application and delivery of service for this program. The following lists the departments, their roles, and critical information of which DRC managers should be aware. As discussed, there are multiple forms of housing assistance and various requirements for each element. In order to receive any form of assistance, a survivor must be an eligible FEMA applicant and meet the housing damage threshold. It is ALWAYS the policy of the Housing

Assistance Program to place eligible applicants in existing resources when available. Direct housing units (mobile home and travel trailers) are used **ONLY** when there are no other resources available. Survivors entering the DRC should **NOT** be informed that they will be receiving a housing unit.

Registration

The initial step to any FEMA assistance is the registration process. Survivors can apply for FEMA assistance via telephone, the web, or in person at a DRC. The information required is the same regardless of the application method. The key pieces of information needed to register include:

1. Name of survivor
2. Contact information
3. Address
4. Losses
5. Insurance information
6. Occupants
7. Income

All information will be verified. After the initial record of the survivor is created, the survivor will be given a registration number. It is critical the survivor keep this number because it will be the means for locating their records. They must provide this number to FEMA whenever they make an inquiry about their application or status. Registration may be completed via telephone, at 1-800-621-FEMA (3362), or on the web at www.fema.gov.

Habitability Inspection

The National Emergency Management Information System (NEMIS) will auto-determine applicants who will receive a habitability inspection, which is the next qualifying step in receiving housing assistance. An inspector will contact the survivor and arrange a time to visit the property. If the survivor is unable to be present, the inspector may visit the property on their own, though this is not the preferred method.

If an owner disagrees with the inspector as to the extent of damages sustained by the home, he or she may appeal through the FEMA system. If adequate damages were sustained, the survivor's file is moved into Disaster Assistance Replacement Assistance Consideration (DARAC) database system where the Preliminary Placement Interview (PPI) will be conducted.

Preliminary Placement Interview (PPI)

This process determines the resources available to meet the needs of the survivor. PPI will always provide the survivor a list of rental resources to contact as the first step to locating housing. The Applicant Services Specialist can review the overall process for the PPI which include:

1. Review survivor status in NEMIS;
2. Verify Housing Assistance (HA) eligibility;
3. Call survivor;
4. Identify need for Direct Housing Assistance;
5. Determine the P-Code; and
6. Forward to the Unit Lead for review.

The P-Code is the category of assistance a survivor may receive and the current status of their case. If there are not any rental resources and the Direct Housing Mission has been mobilized, survivors may be sent to Mobile Home Operations for continued assistance. PPI will determine the size of the housing unit needed and the location based on the commercial sites available or the ability of the survivor to locate the unit on private property.

Direct Housing Operations

After the PPI is completed and if the PPI caseworker and the administrator determine there is the need for the survivor to receive direct assistance, the case is sent to the Direct Housing Operations department.

The Direct Housing department receives site inspection requests or assignments and will:

1. Conduct the site inspection;
2. Determine the feasibility of the site;
3. Obtain a Right of Entry to place the housing unit;
4. Obtain a Pad Lease Agreement to deliver to the Contracting Officer (for commercial sites);
and
5. Complete an Installation Work Order.

This information is delivered to the Long Term Recovery Office where the work order will be issued for feasible sites and given to a contractor for delivery and installation. Once the unit has

been set up, the contractor will notify FEMA and the FEMA inspector will conduct a Ready for Occupancy (RFO) inspection. The survivor is then contacted and will meet the inspector at a designated time to review and complete lease agreements and take possession of the unit. The survivor is responsible for keeping the unit in good working order for the duration of the lease and at no time should the unit be relocated.

Recertification

Recertification is performed every 30 days as a part of all housing assistance. The purpose of Recertification is to:

1. Document need for continued assistance;
2. Verify progress toward a permanent housing solution; and
3. Check the condition of the housing unit.

At Recertification, the case worker will assist the applicant with establishing their permanent housing plan. Direct Housing is only available for 18 months from the date of the disaster declaration. In certain extreme circumstances, the time may be extended. However, it should never be assumed that an extension will be granted.

Sequence of Housing Options

While the Direct Housing Program uses all available resources to provide housing units, the preferred assistance method continues to utilize traditional housing techniques including:

1. Blue Roof Program;
2. Rental assistance;
3. Repair and replacement assistance; and
4. Other Needs Assistance.

Expansion of traditional housing techniques will also be pursued to provide alternatives to Direct Housing. As necessary, this may include increasing the amount of rental assistance relative to fair market rent and possibly to provide direct housing. The priority for Direct Housing is as follows:

1. Utilizing existing commercial pads and identifying additional commercial sites;
2. Placing housing units on private property;
3. Providing site preparation for existing commercial pads; and

4. Developing group sites.

If required, group site development will be designed with utilities run above ground unless there is the potential for long term benefit (such as a planned housing development) or if the municipality requires buried utilities. Benefits to running utilities above ground include expediting the delivery of housing and reducing the overall costs. Permitting requirements for above-ground temporary utilities are less complex, because it will reduce the time necessary to process sites. In addition, construction costs for the installation and deactivation of temporary sites is reduced due to fewer excavation and restoration expenses.

In addition to the conventional direct housing techniques, alternate housing methods will be explored. Converting commercial properties to temporary housing or performing minor repairs on existing housing structures to make them habitable are possible alternatives to commercial and group sites. Modular and panelized housing units and other technology will be investigated as an alternative to travel trailer and mobile homes. The Direct Housing Program strives to provide housing to displaced individuals as quickly as possible. Each technique is applied as the situation dictates. If one technique is not a viable option, the response will quickly begin applying the next housing techniques.

Other Needs Assistance (ONA)

ONA program is cost shared:

25% state funds
75% federal funds

Two types of assistance with ONA:

Non-SBA Dependent (Not dependent on a SBA loan)

Medical
Dental
Funeral expenses
Other (i.e. generator, dehumidifier)

SBA dependent (denied a loan by SBA and are referred to ONA; set prices are state specific)

Personal Property
Employer required tools
School uniforms
Transportation (repairs and replace)
Moving and storage (to avoid additional damage or store items during repairs)

The state must choose from three options when deciding how Other Needs Assistance (ONA) will be administered.

FEMA Option

FEMA is program administrator
Auto-determination is used

<i>Joint Option</i>	State administers ONA with some FEMA involvement
<i>State Option</i>	State administers ONA without FEMA involvement (cannot use NEMIS, RI, Inspectors, and other FEMA programs)

III. Reporting Requirements

The decision to open or close DRCs is made based on the data in reports submitted. The DRC Coordinator is responsible for filing a report with the State Emergency Response Team (SERT) by close of business each day on the following:

1. Number of survivors served daily by agency;
2. Agencies present in the DRC;
3. Total of Disaster Temporary Housing Surveys;
4. Type of services or information provided at the facility;
5. Changes in contact information (telephone numbers) at the facility; and
6. Unmet emergency needs that have been identified.

It is mandatory that ALL DRC Managers submit a Daily Report via email. A faxed report may be accepted pending circumstances and approval via DRC Coordinator. An approved Daily Report can be found in the Common Forms for DRCs and on provided CD.

Recording Data for Reports

1. The receptionist will be stationed so that applicants cannot enter or leave the DRC without passing in front of the receptionist.
2. The receptionist will enter the applicant's information into the DRC Reception Log and then give the applicant a DRC Routing Slip. The routing slip is an annotated list of the agencies the survivor has been referred to for probable assistance.
3. Each of the State and volunteer agencies will be required to keep a tally of survivors that have been referred for assistance and who referred the survivor to the DRC. These numbers will follow the same timeline as the tally for survivors entering and registering at the facility.
4. The survivor will visit the agencies referred. Once the agency has finished with the survivor, the caseworker for the agency will initial the survivor's routing slip.
5. Once the survivor has visited all of the referred agencies, the survivor will exit the DRC by the Exit Interviewer Desk. (The Reception/Exit Interview Desk may in some circumstances be the same. This is dependent on the number of survivors being served daily and available space.)

6. The survivor will place the routing slip in a box on the Exit Interviewer's desk. The Exit Interviewer will conduct an interview to determine if all needs have been met.
7. The Exit Interviewer will use the routing slip to manually count the total of survivors seeking assistance. This data will be provided to the DRC Manager daily.
8. Each agency participating in the DRC Operation is to maintain a tally of all survivors assisted. This data will be provided to the DRC Manager daily.
9. The DRC Manager will enter the data into the Daily Report. Cut-off time for all agencies is 3:00 p.m. or at a time designated by the FEMA DRC Manager. The total registration and total visitor accumulative total will **ALWAYS** be the same total submitted by both, the FEMA DRC Manager and the State DRC Manager. Ensure the number is the same prior to submittal.
10. The completed Daily Report is electronically submitted via email to the DRC Coordinator.
11. The DRC Coordinator will use the information submitted to produce a cumulative total report of all DRC operations to be briefed to the appropriate staff.
12. Remember to print the complete report and keep on file as a backup to the data submitted.

IV. DRC Processes and Checklists

Mobilization and Establishment

The DRC Coordinator works with the County EM Director to determine the locations of DRCs. The following are the procedures to identify a DRC site, build-out the DRC, and staff the DRC.

Locations for DRCs are traditionally selected based on a number of criteria, including, but not limited to:

1. Joint Preliminary Damage Assessments (PDAs)
2. Population Density Reports
3. Requests from county and local officials

Locating a DRC Pre-Event

1. The State DRC Coordinator identifies counties that may be in the impacted area.
2. The State DRC Coordinator contacts the EM Directors (of the county's most likely to be severely impacted) before impact and asks them to submit a list of pre-identified potential DRC locations.
3. The DRC Coordinator contacts state agencies to identify potential DRC Managers.

4. The DRC Coordinator prepares preliminary State DRC Manager staffing rosters.
5. The DRC Coordinator requests availability of mobile DRCs.

Opening a DRC Post-Event

1. The county performs the initial damage assessment immediately following the event.
2. The county requests s Joint PDA.
3. The State DRC Coordinator identifies heavily-impacted areas by reviewing the Joint PDA totals, registration intake from the county, location of shelters and feeding sites, and voluntary agencies reports.
4. Once the county has received an Individual Assistance declaration, PDAs have been completed and tele-registration data gathering has begun, the State DRC Coordinator works with the county officials and FEMA liaisons in the impacted areas to determine the most suitable locations for DRCs.
5. The County EM Directors will submit a formal request into EM Constellation for the establishment of a DRC.
6. FEMA Safety, Security, and Logistics teams assess the sites and determine readiness of site and, upon signage of site agreement, the DRC setup process can move forward.
7. The State DRC Coordinator and FEMA DRC Group Supervisor make recommendations to the IA Branch Director on the opening of DRCs based on the results of the assessments and the extent of the damage.
8. Upon approval from the IA Branch Director, the DRC Coordinator will initiate making contact with the facility managers of the selected sites and will gather all necessary contact information and specifications for the facility and assess the probability of the identified sites.
9. FEMA, State, Logistics, Safety and Security will conduct an inspection of each identified location.
10. The IA Officer makes changes as required and approves the sites.
11. It is requested that the county provide sites that are donated or owned by the city or county. A Memorandum of Understanding (MOU) is drafted between FEMA, state, and facility owner. Each party will retain a signed MOU.
12. In some cases the facility must be leased. This is only done when there are no other options available and will need approval by FEMA. Once approved, the FEMA DRC Group Supervisor prepares a FEMA form 60-1 and forwards it to Logistics.

13. The State DRC Manager is deployed to a specified location (JFO and/or headquarters) for issuance of SERT apparel, training assignments, and processing.
14. State Agency Program staff and DRC Managers are assigned to DRC location.
15. The State DRC Coordinator requests comfort stations as needed.
16. The County EM Director or the DRC Coordinator notifies the Department of Transportation (DOT) to provide Variable Message Boards, stating:
 - a. Facility name
 - b. Hours of operation
 - c. Location of facility
17. FEMA and State DRC Manager jointly determine the initial layout.
18. The DRC Manager identifies any additional equipment needed for the facility.
19. A courier service is established.
20. DRC Manager verifies that all establishment requirements are met.
21. Staff is deployed to a specified location for issuance of SERT apparel, training assignments, and processing.
22. The State DRC Coordinator establishes the communication flow between the DRC Coordination Office and the DRCs.
23. The DRC Coordinator submits confirmed DRC locations and opening dates to the IA Branch Director.
24. Approved and confirmed locations and opening dates are then forwarded to the Public Information Office (PIO) for advertisement to the public.
25. DOT installs Variable Message Boards (VMB).
26. All DRC program staff mobilizes to the appropriate DRC location.
27. FEMA Logistics facilitates the actual move in, including requesting the necessary labor. (Post Declaration Event)
28. DRCs open.

DRC Manager Checklist for DRC Set-up/Opening

1. Contact FEMA Counterpart.

2. Meet with point of contact for DRC facility.
 - a. Confirm hours and days of operation
 - b. Obtain building access key
 - c. Check building restrictions
 - d. Identify public restrooms
 - e. Ensure building and restroom facilities are compliant with the Americans with Disabilities Act (ADA)
 - f. Ensure there is adequate parking
 - g. Ensure janitorial and maintenance responsibilities are provided (including weekends)
3. Confirm presence and working condition of available equipment, such as;
 - a. Telephones and telephone lines
 - b. FAX machine(s)
 - c. Copy machine(s)
 - d. Tables and chairs
 - e. Supplies, kits, and signs
 - f. Computers and printers
4. Arrange the DRC Layout.
 - a. Waiting area
 - b. Traffic pattern is handicap accessible and survivor friendly
 - c. Adequate workspace is provided for all agencies present in the DRC
 - d. Ensure SBA, Mitigation, and Crisis Counseling are set up in a separate location where privacy is available
 - e. Identify manager's location (State/FEMA – locate near exit interview table)
5. Required reports.
 - a. Survivor sign in
 - b. Daily State, Local and Volunteer agency sign-in
 - c. Disaster Temporary Housing Surveys
 - d. Staffing list including emergency contacts, hotels, cars, and other necessary information
 - e. DRC Situation Report
 - f. Accountable property list
6. Set-up and test phone bank registration.
7. Set-up and test agency workstations.
8. Post DRC signs in the interior and exterior, on emergency exit, restrooms, and other public places.
9. Prepare for crowd control (implement a numbering system in the event the DRC becomes over-crowded).
10. Conduct all-hands kick-off meeting prior to opening.
 - a. Briefly introduce yourself and FEMA Manager

- b. Allow staff to introduce themselves with a brief description of services provided
 - c. Explain why we are there and give a brief description of the disaster
 - d. Detail work procedures including survivor flow through center and forms used to provide information from agency to agency
 - e. Explain to agencies on reporting requirements (all numbers will end at appointed time)
 - f. Hours and days of operation
11. Manager expectations:
 - a. Treating survivors with respect and courtesy
 - b. Last survivor leaving the facility will be treated as well as the first survivor entering
 - c. Agencies should ensure that they have assisted all survivors that remain in the center after doors close and before leaving the facility
 - d. Respect privacy of interviews
 12. Ensure site safety and security including evacuation plan and emergency procedures have been implemented prior to opening.
 13. Announce scheduled mandatory meetings.
 14. Ensure survivors have the closest access to parking.
 15. Announce agency sign-in sheet daily.
 16. IN the event an agency will not be present, ensure adequate material is available along with appropriate contact information.
 17. Ensure that agencies notify or delegate in the event they leave their workstation.
 18. Identify telephones available to all agencies (Manager's phone should remain in a separate location).
 19. Provide information on media or VIP visits.
 20. Be prepared to open sooner than scheduled opening.
 21. Report status of establishment to the DRC Coordinator.
 22. Be prepared for media visit (Refer to the Public Information Officer).
 23. Open DRC at published hour (or before if large crowds are present and all agencies are operational).
 24. After opening, conduct rapid assessment of staff, agencies, materials, and supplies and request additional support if needed.
 25. Prepare, anticipate, and respond.

DRC Coordinator Event Preparation Checklist

Pre-Event Preparations Checklist

1. List counties with potential for major damage.
2. Identify sites for DRCs from County EM Directors.
3. Prepare copy of pre-identified sites for the county and advise to verify.
4. Contact state agencies to identify potential DRC Managers.
5. Prepare a Preliminary DRC Manager Staffing Roster.
6. Notify state agency program staff, volunteer, and faith-based organizations of staffing requirements.
7. Prepare preliminary list of logistical needs.
8. Brief the IA Officer.

Checklist for DRC Manager Briefing with DRC Coordinator

1. Identify/clarify expectations of DRC Coordinator.
2. DRC facility information.
 - a. Site location, directions, and specific site issues
 - b. Logistical arrangements
 - c. Opening date and time
 - d. Days and hours of operation
 - e. Building contact information
 - f. Safety/security arrangements for site
3. Staffing.
 - a. FEMA DRC Manager Contact
 - b. Lodging
 - c. Cars
 - d. Special needs for staff
4. Disaster Information.
 - a. Dates of declaration and Incident Period
 - b. Declared counties
 - c. Demographic information on affected area
 - d. Type of damage (flooding, tornado, hurricane, wind, etc.)
 - e. Death/injury reports
 - f. Voluntary agency activities including shelters and mass feeding operation

- g. Disaster fact sheet
 - h. Referral phone numbers (for survivors)
 - i. JFO contact phone numbers
5. Other Issues.
- a. Other agencies that will be present
 - b. DRC reporting requirements (appointed cut-off time and approved forms)
 - c. Accountable property issuance including: cell phone, computer, fax, copier, printer, MDRC Network Kit, apparel, etc.
 - d. Status of DRC kits and signs
 - e. Computer configured for staff field use

Transition Communication

During the transition between establishment and daily DRC operations, communication links become especially important. The DRC will maintain channels of communication with all partners.

1. Communicate one-on-one with each DRC Manager.
 - a. Monitor operations
 - b. Identify any issues that need resolution
 - c. Mentor
 - d. Use email for information and updates
2. Conduct conference calls with all centers.
 - a. Include other partners
 - b. Discuss program issues
 - c. Give each DRC an opportunity to report
 - d. Provide new news information to all DRC Managers and appropriate staff
3. Receive and distribute information via courier.
 - a. Press releases
 - b. Situation Reports (SitReps)
 - c. Safety Bulletins
 - d. Administrative and policy memos
 - e. Flash Reports
4. Ongoing report activity.
 - a. Provide daily DRC reports to IA Branch Director for distribution
 - b. Provide input for the SitRep
 - c. Provide a brief report on DRC activity and issues to the IA Branch Director prior to the daily SCO/FCO briefing
 - d. Provide daily agency attendance report
5. Prepare special reports as required by the IA Officer.

6. Maintenance of report files.
7. Records of DRC locations, openings, operating schedules, and closing.
8. Emergency locator listing of DRC staff.
9. Record all accountable property.
10. Staffing report with projected release dates.
11. Files required for transfer and for public records preservation.
12. Ongoing communication with the FEMA DRC Group Supervisor.

Daily Operations

The DRC Manager, in coordination with FEMA, is responsible for the daily operation of the DRC:

1. Ensure that all staff is present and prepared for opening.
 - a. Obtain staffing schedules from other agencies
2. Coordinate daily with FEMA counterpart.
3. Participate in conference call(s).
 - a. Be prepared prior to conference call on issues or concerns
 - b. Allow all staff to attend and participate, and brief accordingly
4. Monitor DRC workload.
 - a. Ensure smooth traffic flow through the DRC
5. Ensure resources are available.
 - a. Appropriate number of well-trained staff
 - b. Equipment and supplies
 - c. Facility issues
 - d. Program/agency related information
6. Identify trends.
7. Assist with registration and exit interview function when needed.
8. Complete reports.
 - a. Ensure that DRC procedures are adequate to produce an accurate daily count
 - b. Provide reports on a timely basis (update DRC Coordinator every two hours)
 - c. Report significant trends and issues as they occur
9. Prepare for visits by the media and VIPs.

Communication

1. On-going coordination with FEMA Manager.
2. Daily staff meetings.
 - a. All staff morning meeting
3. One-on-one meetings (as needed).
4. Emergency notices.
 - a. Evacuation plan
 - b. Verbal announcements
 - c. Emergency contact locator
5. DRC/JFO communication is a primary duty of the DRC Manager.
6. Written reports
 - a. Daily DRC Reports
 - i. Record of number of survivors visiting each agency on a daily basis
 - ii. Record of survivors entering the facility
 - iii. Record total of collected Disaster Temporary Housing Surveys
 - iv. Provided to the DRC Coordinator
 - b. Issues and trends
 - i. Narrative reports that capture disaster/DRC specific issues for JFO review
 - ii. Provided to the DRC Coordinator
 - c. Supporting other Individual Assistance Programs.

Community Response (CR)

1. Contact CR Team Leader
2. Identify the number of CR Teams within the impacted community.
3. Forward identified unmet needs to the DRC Coordination Center/JFO.
4. Notify CR Team Leader of potential outreach opportunities.
5. Provide update to the team leader as information comes available.
 - a. VIP visits
 - b. Issues and concerns
 - c. New news
6. Support CR Team Leader and Field Staff as needed.
 - a. Computer/printer access
 - b. Courier service
 - c. Fax machine

- d. Copy machine
- e. Reports, timesheets, vouchers, and other needed information

Disaster Temporary Housing

1. Contact Disaster Temporary Housing Coordinator.
2. Maintain a file of the Disaster Temporary Housing Surveys.
 - a. Housing Coordinators will collect daily
3. Provide update to the Disaster Temporary Housing Coordinators as information becomes available.
 - a. VIP visits
 - b. Issues and concerns
 - c. New news
4. Support Disaster Temporary Housing Coordinators as needed.
 - a. Computer/Printer access
 - b. Courier service
 - c. Fax machine
 - d. Copy machine
 - e. Reports, timesheets, vouchers, and other needed information

Travel Unit

1. Will be on an as-needed basis.
2. Coordinate an appointment schedule for state field staff.
3. Provide technical support.
 - a. Computer/printer access
 - b. Courier service
 - c. Fax machine
 - d. Copy machine
4. Memos.
 - a. Administrative announcements
 - b. Safety concerns
 - c. Program information
 - d. Flashes
5. Email
 - a. Daily reports
 - b. Hotel updates
 - c. Days off

6. Courier
 - a. Transfer information between JFO and DRCs

Issues and Concerns

To minimize the number of issues and concerns, it is important to ensure that all staff is aware of your expectations and to constantly observe staff interactions with co-workers and survivors. However, issues will arise and early identification is the first step to resolution.

1. Monitor DRC operations.
2. Talk to staff and survivors.
3. Be aware of what is normal in the DRC and surrounding area.
4. Use common sense on when and how to take actions.
5. Notify DRC Coordinator.

Closing a DRC

1. A joint coordination between the county, state, and FEMA is used to determine that a DRC is no longer needed.
2. The State DRC Coordinator makes contact with the local EM Director and/or their designee for approval to close the DRC.
3. Upon written confirmation, the State DRC Coordinator and the FEMA DRC Group Supervisor determine closing date with approval of the IA Branch Director and County EM Director.
4. The State DRC Coordinator notifies the DRC Manager and the facility owner of scheduled closing date.
5. State DRC Coordinator requests Logistics to schedule removal of State Accountable Property.
6. Public Information Officer is notified of closing dates.
7. State DRC Coordinator works with SBA to determine if they will maintain a presence. If the need remains, SBA and a FEMA Applicant Services Representative will remain for usually a two week period post closure of the DRC.
8. Prepare and post “closing signs” on the door and throughout the DRC including:
 - a. FEMA 1-800 Tele-registration Number
 - b. Key contacts for services that will continue within the impacted community once the DRC closes.

9. The DRC Manager prepares a “Letter of Recognition” list to include names and addresses of all agencies that supported the DRC Operation.
10. Inventory all State Accountable Property and prepare equipment for transition.
11. After the DRC is closed, the State and FEMA DRC Manager, along with the facility owner conduct a final walk-through to identify any damages caused by the DRC operations.
12. DRC Managers return accountable property.
13. When a DRC is going to close, the property owner is given written notice by the DRC Coordinator.
14. The DRC Coordinator schedules debriefing sessions with DRC Managers in order to collect issues, concerns, and lessons learned.
15. The DRC Coordinator ensures that the DRC Managers are demobilized appropriately following JFO course of action.
16. After the closure of the final DRC, the State DRC Coordinator restocks DRC Go-Kits, replaces signs as needed, forwards any issues or concerns to IA Branch Director, provides final report to appropriate agencies, transfers DRC files, and demobilizes from the JFO.

DRC Closure Checklist

1. Staff releases.
 - a. Debriefing
 - b. Address issues or concerns
2. Logistics arrangements.
3. Back up or reports and records.
4. Building notification.
5. Notify Community Response Teams, Disaster Temporary Housing Coordinators, in addition to Local, Volunteer, and Faith-based Organizations.
6. Remove interior and exterior signs.
7. Logistics:
 - a. Equipment is properly, neatly packed
 - b. All property is accounted for
8. Send appropriate program documentation and DRC records to JFO.

9. Collect referral information for agencies.
10. Post closing notice.
11. Prepare and forward final DRC Activity Report.
12. Final meeting to thank all staff.
13. Final walk through and return key.
14. Final meeting with DRC Coordinator.

Post-Event Preparation Checklist

1. Coordinate with the county, state, and federal agencies to be represented in DRCs for space requirements.
2. Coordinate with the state agency Emergency Coordinator Officer (ECO) on staffing needs.
3. Brief all appropriate personnel on the location and date of opening including:
 - a. FEMA DRC Group Supervisor
 - b. State Human Services Officer
 - c. State Community Response Coordinator
 - d. State Housing Officer
 - e. ESF 6 (State Agency Program Staff)
 - f. ESF 15 (Volunteer and Faith-Based Organizations)
 - g. Disaster Reservist Program Coordinator
4. Complete logistical support request.
5. Brief DRC Managers (include time for emailing the daily report, time, numbers for conference calls, and report format).
6. Alert logistics of changing DRC needs.
7. Make sure use of facility is of adequate duration.
8. As DRC staff is released, ensure that accountable property is returned and that they check out following JFO course of action.
9. Determine closing dates with approval of IA Branch Director and State Coordinating Officer.
10. Notify the DRC Manager and all partners of scheduled closing.

11. Ensure that proper notification is provided to:
 - a. Facility owner
 - b. Logistics
 - c. Public Information Officer
 - d. Community Response
 - e. Disaster Temporary Housing

12. Coordinate debriefing sessions with DRC staff:
 - a. Collect information for concerns and issues
 - b. Discuss best practices and lessons learned
 - c. Thank staff for their service

Community Response

Reaching out to the community...



Recovery

Operations Guidance for Community Response

I. Introduction

Community Response (CR) is an information dissemination, collection, and public relations operation used to assist disaster affected communities and individuals in receiving assistance. This is accomplished by meeting with disaster survivors, local officials, and leaders of the community to provide and distribute information and assistance throughout the affected area.

II. Mission/Scope

The purpose of this Standard Operating Guide is to provide a description of Community Response Operations and offer a clear understanding of CR responsibilities.

III. Assumptions

- A. Counties and municipalities have constrained resources and the emergency may exceed their response capabilities.
- B. Mutual aid may be required to support operations.
- C. Impacts or restrictions on transportation assets may delay the response time.
- D. No power in the impacted area.
- E. Possible heavy debris.
- F. Possible flooding.
- G. Possible limited hotel accommodations in the impacted area.
- H. Possible limited fuel supply in the impacted area.

IV. Roles and Responsibilities

A. State

- 1. The Division of Emergency Management's Bureau of Recovery is responsible for managing CR Operations.
- 2. The State will work in partnership with Federal Emergency Management Administration (FEMA) to conduct CR operations in the affected communities.

3. Additional staff will be required to support the CR effort. Depending on the size of the event, staff will be provided by; Disaster Reservists, local hires, State agencies, and the Emergency Management Assistance Compact.
4. State agencies will provide relevant informational materials for CR to distribute to the population.

B. Federal

1. FEMA will provide federal counterparts to work jointly with State CR Members.
2. FEMA supplies all federal assistance informational material to be distributed by CR to the community.

C. Local

1. The County Emergency Management Director or designee will provide county demographics, key community contacts, and pertinent information to assist CR in outreach to the public.
2. If available, local Community Emergency Response Teams (CERT) or other volunteers will provide support to CR teams by contributing local information and points of contact so CR can better disseminate information to the community.

V. CR Concept of Operations

Community Response (CR) operates in a disaster affected county in three general phases:

Open County

During the Open County phase, the State CR Coordinator and the FEMA Community Relations Coordinator work together to deploy and manage CR. The number of CR workers assigned to any given territory will vary depending on such factors as the extent of damage, population density, and other demographics like special needs populations.

During this phase, the following actions will occur:

- Establish Chain-of-Command in accord with the Division of Emergency Management and Incident Command System principles and practices.
- CR teams are deployed to assigned locations.
- CR teams become knowledgeable of the community and make contact with key community leaders.
- CR teams canvas impacted communities daily to disseminate information regarding disaster relief, Disaster Recovery Center locations, and FEMA registration.
- CR coordinates recovery efforts with local public officials, nonprofit agencies, faith-based organizations, and Long-Term Recovery Committees.
- CR identifies unmet needs and vulnerable populations in the community. This information must be reported to the CR Coordinator as soon as possible.
- CR teams participate in special projects that assist survivors on the road to recovery.

County Maintenance

County Maintenance begins when there is no longer a need to have CR presence in the county on a daily basis. State CR and FEMA Community Relations Coordinators will advise the County Emergency Manager, when maintenance is recommended based on field activity. The county maintenance phase is normally one to two weeks. During this phase the following will occur:

- The State, FEMA, and the county agree that maintenance is appropriate.
- An official CR maintenance meeting is scheduled with the County Emergency Manager or designee to determine how to conduct the maintenance. This meeting does not need to be in person.
- A CR Strike Team will be assigned to the county to provide support and follow up on any unmet needs. A Strike Team is comprised of Federal, State, and sometimes local

officials who are already activated CR Team Members. The Strike Team works with the County EM to handle any specific problems in the county and works to wrap up any concerns before CR leaves.

- A projected closeout date and meeting will be established at the maintenance meeting.

County Closing

A county closes when CR does not need to have physical presses in the county anymore. This occurs when all known unmet needs have been addressed and the county is able to handle any additional concerns.

- The county, state and federal partners must all be in agreement on the closure dates.
- At the county closeout meeting the County Emergency Director or designee will review and sign the CR Closeout Checklist to officially close the county.
- The county is provided State contact information should they need any additional information or assistance.

VI. Reporting

State and FEMA will work jointly on all reporting. Every team in the field is required to submit a daily field report of their activities for the day. Each morning a CR Report will be published to detail CR's activity as a whole in the field. This report will cover CR field actions including but not limited to:

- A. Number of teams in the field
- B. Areas canvassed
- C. Meetings
- D. Unmet Needs
- E. Special projects

Community Response (CR) Field Guide

I. Introduction to CR

Community Response (CR) is an information dissemination, collection, and public relations activity used to assist disaster-affected communities and individuals in receiving assistance. This is accomplished by meeting with local citizens and leaders of the community to provide and distribute information and assistance throughout the affected area.

Community Response Goals and Objectives:

- Meet the needs of those affected by the disaster by directing survivors to resources that can best fill their needs.
- Provide information on types of assistance available.
- Work effectively for and with all who have an interest in aiding the community.
- Search for and act on opportunities to inform and assist disaster survivors.
- Identify and report any unmet needs in the community.
- Continually work to discover new ways to deliver critical information to survivors.

II. County Stages

- Open - CR teams are working within the county on a daily basis.
- Maintenance – The county is placed on maintenance when both the county and the state agree that CR activity has slowed significantly. At this point, it is possible to have a Strike Crew cover the county's needs. **A Strike Crew** is one or two CR workers assigned to cover a larger area as needed. The Strike Crew handles any specific problems in the county and works to wrap up any concerns before CR leaves.
- Closed – A county is closed when both the county and the state agree the state's presence is no longer needed directly in the county. This does not mean that the county cannot still contact the state if necessary. It simply means that CR operations are not actively working within their county anymore. When CR closes a county, we leave contact information that can be used if the county needs further assistance.

III. Organization

State of Florida Community Response (CR) workers and local volunteer staff trained in CR will be deployed in partnership with the Federal Emergency Management Agency (FEMA) staff to work in the declared counties of Florida to inform local residents and officials about federal/state/local disaster assistance programs. CR field staff is supported by a team leader who may be responsible for up to seven teams of field workers. The number of CR workers assigned to any given territory will vary depending on such factors as the extent of damage, population density, and other demographics such as

special needs populations. The state Community Response staff positions and responsibilities are briefly described below:

Community Response Coordinator

- Serves on the staff of the State Coordinating Officer (SCO)
- Reports directly to the Individual Assistance Branch Director in the Joint Field Office (JFO)
- Manages, coordinates, and supervises all Community Response personnel and activities
- Represents Community Response in all senior management meetings in the Joint Field Office (JFO)
 - Supervises Community Response Activities
 - Outreach/operations
 - Information management
 - FEMA speaker's bureau requests
- Conduct daily Community Response (CR) teleconference with CR Field Supervisors and Team Leaders
- Identifies information to be distributed by the CR teams

Deputy Community Response Coordinator

- Reports to the Community Response Coordinator
- Organizes the disaster into sectors and deploys teams accordingly
- Manages and supports field supervisors and team leaders
- Establishes and supervises the Community Response Operations Officer in the resolution of day-to-day issues
- Participate in daily teleconferences

Community Response Field Operations Coordinator

- Reports directly to Community Response Coordinator or Deputy Community Response Coordinator at the Joint Field Office
- Coordinates the Community Response daily operations with FEMA counterpart
- Organizes and supervises outreach efforts in impacted communities
- Ensures all Community Response daily field reports are received at the Joint Field Office
- Assists Community Response Field Supervisors and Team Leaders on resolution of problems and issues
- Participates in daily teleconferences

Community Response Administrative Operations Coordinator

- Provides administrative support for all Community Response Teams (e.g. OPS time sheets, travel vouchers, P-Cards, Avis rentals, personnel forms, roster of field locations)
- Issues and maintains log on all Community Response equipment being sent to the field
- Puts together go-kits for team leaders

- Maintains an updated list of active and demobilized Community Response personnel for each disaster
- Participates in daily teleconferences
- Certifies that all Community Response personnel has submitted all the proper paperwork and equipment before demobilization

Community Response Special Projects Coordinator

- Acts as State Community Response liaison with Civil Air Patrol, Florida Chapter of NAACP, Boy Scouts of America, and US Coast Guard Auxiliary
- Establishes Community Response recovery exhibit booths for county fairs, statewide conferences and expositions
- Coordinates Speakers Bureau with Federal Emergency Management Agency counterpart to ensure that the proper speakers' personnel (e.g. Small Business Administration, Mitigation, Public Assistance, U.S. Army Corps of Engineers) attend town hall meetings and other related meeting requests
- Look for possible information dissemination projects or partnerships not yet utilized
- Assist Community Response Coordinators as needed

Community Response Field Supervisor

- Travels to all affected areas in their region as needed
- Monitors field activity to ensure efficiency
- Coordinates with team leaders to provide additional support and guidance in affected counties
- Works with the JFO to provide needed equipment and supplies to their region
- Monitors effectiveness of recovery effort and report back to Joint Field Office
- Assists team leaders when placing counties on maintenance and when closing a county
- Participates in daily teleconference

Community Response Team Leader

- Works with Federal Emergency Management Agency counterpart in supervising up to six teams, depending on the magnitude of the disaster event
- Organizes and supervises outreach effort in assigned counties
 - Works with County Emergency Management Directors and local officials to determine affected populations
 - Trains and directs volunteers identified by county and State Field Workers
 - Briefs and debriefs field staff on a daily basis
 - Disseminates program information and explain delivery sequence to community officials and groups
 - Identifies and provides materials to local agencies that can provide outreach (Meals-on-Wheels, churches, etc.)
- Attends federal and state meetings
- Attends community meetings
- Determines need for specialized speakers for meetings relating to the disaster

- Monitors effectiveness of recovery effort and reports back to Joint Field Office
- Participates in daily teleconference
- Submits daily Team Leader Field Reports
- Signs off on and makes sure all time sheets and vouchers are submitted on time

Community Response Field Worker

- Works as part of a team comprised of two other individuals—one FEMA representative and one local representative
- Disseminates program information and explains delivery sequence to individual disaster survivors
- Provides feedback through the team leader to the Joint Field Office on disaster survivors and community leaders' needs and concerns. Making sure to pay special attention to identifying any unmet needs
- Determines need for specialized speakers for meetings relating to the disaster
- Works with Emergency Management Directors and local officials to identify affected populations
- Disseminates program information and explains delivery sequence to community officials and groups
- Identifies isolated populations and notifies local volunteer agencies and Joint Field Office
- Identifies and establishes contacts with community resource groups in the area
- Identifies government agencies which regularly operate in the area and establishes contact
- Establishes working relationships with Disaster Recovery Center Managers, Disaster Housing Coordinators and Public Information Officers
- Identifies and reports unusual political, religious or demographic circumstances

Note: Depending on the size of the event, not all of the positions listed above will be utilized.

IV. Planning

Community Response (CR) functions should be planned early on, even though limited information is available. The two most important sources are the JFO and the County Emergency Manager. It is vital to establish priorities. A meeting of federal and state CR staff should be used to share information about the disaster area and set priorities. A general set of priorities from which to develop more specific priorities include, but are not limited to:

1. Safety of Recovery Personnel
2. Life and Safety of Survivors
3. Survivor Health
4. Reaching Special Populations—especially those that have fewer or no other avenues of receiving recovery information
5. Property Protection

Priorities should be reviewed and perhaps changed as knowledge of the area increases and CR contacts are expanded.

Daily Field Reports

In the planning phase, it is also essential to set up simple reporting procedures for points of contact in the field, meeting summaries, daily events, time sheets, travel documentation, and other reporting procedures.

Every member of the CR field staff is required to write and submit joint field reports daily. The idea behind this report is to help you and your team organize how best to serve the community. Each field report is completed in partnership with your FEMA counterpart. The report should include any identified unmet needs, concerns, and activity in the community. The report needs to also include upcoming field plans. This report is submitted to your team leader and the state/FEMA JFO staff for review. The field report breaks down the areas covered so that your team and the JFO can track what has been covered and what areas still need to be addressed. The field report should be used as a tool to help you plan and track for the future.

Resources

Establish a list of federal, state and local sources. The following list contains a few of the potential resources available to CR workers. The list will be expanded as the CR Coordinator and teams develop additional knowledge of the area and impact of the disaster. Suggested contacts include the list below:

<p><u>Businesses</u> Apartment complexes Banks Barber shops Beauty shops Building material stores Clothing stores Convenience stores Department stores Drug stores Factories Grocery stores Hardware stores Laundromats Mobile home parks Restaurants Service stations Shopping malls Supermarkets</p>	<p><u>Health Care Facilities</u> Dentists’ office Doctors’ offices Hospitals Mental Health associations Public health associations Veterinarians Other medical care facilities</p> <p><u>Public Facilities</u> Libraries Parks Recreation centers Stadiums and civic centers Theaters</p> <p><u>Social Service Organizations</u> Aging services Family counseling services Handicapped and disabled services Homeless assistance centers Mental health services</p>
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<p><u>Business Organizations</u> Businesswomen's associations Businessmen's associations Chambers of Commerce Economic development associations Ethnic and cultural business associations Labor unions Trade unions</p> <p><u>Civic Groups</u> Community organizations Homeowner associations Jaycees Lions Club Neighborhood organizations</p> <p><u>Disaster Centers</u> Clothing distribution centers Disaster Recovery Centers Food distribution points Information centers Shelter and tent cities Comfort Stations</p> <p><u>Government Offices</u> Armed Forces units County and Municipal offices Employment offices Federal and State offices Fire stations Police Departments Post Offices Public transportation offices and vehicles Schools, public and private Small Business Administration Social Security office Department of Financial Services offices Veterans Affairs office State Department of Children and Families State Department of Elder Affairs State Agency for Work Force Innovation County agricultural extension agencies</p>	<p>Religious social services Senior citizen services Community Action Agencies (CAA)</p> <p><u>Voluntary Organizations</u> Adventist Community Services American Red Cross Amanda Marga Universal Relief Team (AMURT) Christian Reformed World Relief Committee Church World Services Church of the Brethren Episcopal Church Inter-Lutheran Disaster Service Legal Aide Society Mennonite Disaster Service Florida NAACP National Catholic Disaster Relief Committee Presbyterian Church in America-USA REACT International Salvation Army Society of St. Vincent DePaul United Methodist Church Committee on Relief</p> <p><u>Voluntary Organizations cont...</u> United Methodist Council on Recovery United Way Volunteers of America</p> <p><u>Others</u> Bus stops Community leaders Damaged dwellings Public meetings Telephone booths</p>
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Community Response Go Kit

It is essential that a kit be developed prior to entry into the field. Many of the items listed are easily overlooked in the rush of start-up activity. Suggested items include:

- Latest maps of the area affected
- Identification (individual and vehicle)
- Steno pads (preferably spiral pad)
- First set of general information flyers (bilingual, if necessary)
- Telephone numbers:
 1. State Community Response Coordinator
 2. Public Information staff, and
 3. Community Response (CR) Team Leaders
- FEMA's tele-registration information
- FEMA programs guide and state assistance guide
- Roster of state Emergency Management personnel

Information about the Assigned Territory Obtained from County Emergency Manager:

- CR point of contact
- Location of damaged areas and its condition
- Transportation system
- Population factors (special populations, elderly, income levels, cultural factors, languages spoken)
- Local Voluntary Organization Chairs
- Safety concerns
- List of local key community leaders
- Local maps if possible

Ways to Become Knowledgeable About Assigned Area

Community Response (CR) Field Workers and Team Leaders have a responsibility to become as knowledgeable as possible about the area which they are assigned. By using the opportunities listed below, as well as those identified from other resource contacts, CR staff will be able to achieve that goal.

1. Attend federal and state meetings to identify contact points, meet local officials and develop telephone listings for future use.
2. Identify and establish contact with community resource groups in the area that may provide information to the community (previously unutilized were church groups, volunteer agencies, school boards, community leaders and other community resource groups. Provide the CR Coordinator with information about these groups in your daily field reports.

3. When invited, attend community meetings such as town halls, church groups, homeowners associations and meetings with groups that provide legal or social services.
4. Establish a good working relationship with Disaster Recovery Center Managers, Disaster Housing Coordinators, and Public Information Officers (PIO's) to ensure that two-way communication is pertinent and effective.
5. Identify unreported areas of damage, special demographics, religious or political issues, language barriers and other unmet needs. Relay these essential pieces of information to the Community Response (CR) Coordinator for appropriate action
6. Community Response will check in with Comfort Stations and Disaster Recovery Centers to distribute information on resources available from these centers to survivors. Community Response also benefits from co-location with these services because it facilitates information sharing about disaster specific assistance issues and assists in controlling the spread of inaccurate information.

V. Operations

Once start-up plans are ready, Community Response (CR) can move into the affected area. This is when you will begin to have first hand contact with survivors. Remember when in the field to always have compassion and understanding for survivors. Many people are still in shock and need kindness at this time. The people you meet will want to talk about the disaster. Listen to their concerns. **Always remember that even though you may have the best intentions, you are not a trained counselor.** If you feel a survivor needs more than an opportunity to vent or share their experience, you must assist them in locating a trained professional. You can contact your supervisor for aid in locating a counselor.

While continuing to keep the survivors best interest in mind, start to develop a comprehensive overview and a demographic profile which can assist the various service delivery programs. Some of the ways to reach out to the damage affected areas are listed below.

Develop a Demographic Profile

- Travel the assigned area to get a comprehensive picture of the disaster's impact
- Contact emergency management offices and obtain information on survivors
- Contact city and county government offices to identify key contacts, phone numbers, types of administration, and other types of necessary information. Remember that the Disaster Housing section is also going to be making these contacts. It would be beneficial to work with Housing in this matter as to not overwhelm officials.
- Attempt to obtain local maps. City engineer and property appraiser offices may be able to provide these documents. These offices may sometimes color-code damaged areas for easy visual reference.

- Visit chambers of commerce, realtors, and other community leaders to identify the type of communities affected. (e.g. ethnic make-up, homeowners or renters, retirement communities)
- Walk around the area and talk to local people to gather information about damaged areas.
- Check out the information contained in the yellow pages of the local phone book. The resource listings are invaluable tools for CR workers.
- You may work in a densely populated disaster area going door to door or in isolated areas spread throughout the county. If available, a local guide will be furnished by the County Emergency Manager that can quickly lead you to each isolated damaged address. Utilize this guide as much as possible.

Flyer Distribution

The most effective way of getting the word out to survivors is by printed flyers. Flyers can contain information about the DRC locations and hours of operation, the FEMA tele-registration number, pertinent phone numbers, types of assistance, and directions on what information is needed to apply for FEMA assistance. Flyer distribution works best in waves. The first wave of flyers goes out as soon as CR enters a county. As the DRC staff observes and evaluates a decrease in the number of applicants and information seekers, DRCs may shut down or consolidate. Typically this is when another wave of flyers goes out with information regarding DRC closures and consolidations.

The method of distributing flyers is a fluid process. The area, amount of damage, nature of damage, size of the damaged area, number of volunteers, and other types of disaster-related information, all in one way or another, affect the distribution method. Many methods have been created in the field. It is helpful to utilize what is available and be flexible and creative in your ideas. Methods that worked successfully in the past include:

- Door-to-door distribution in heavily damaged areas. If possible, make the most of local agencies such as community action agencies, Retired Senior and Volunteer Program (RSVP), Americorps, students and churches as volunteers to assist in flyer distribution.
- Councils on Aging and Community Action Agencies generally have programs such as Meals on Wheels that go door-to-door. Both have been used in the past with much success in flyer distribution.
- Churches, synagogues and houses of worship present a great opportunity for distribution and dissemination. Try to meet with officials from these organizations as soon as possible. Not only are they a source of volunteers, they are also helpful with getting the word out in bulletins to all of their members. However, remember that you should always be invited to come in advance. Make sure to be respectful during times of worship.

- Regional flea markets - Many people will be trying to replace odds and ends that were lost during the disaster at the cheapest price possible. Flea market operations are generally willing to spread the word.
- Many of the state's disasters are hurricanes. This usually means seaside resorts are greatly affected by these types of disasters. Resorts have restaurants and lounges, which employ waiters and bartenders. Right after a disaster, many of these people are out of work. In resort areas, most people know each other or have worked together. Approach this group through restaurants and lounges that may be open in nearby areas about a collective effort on distributing flyers. It will be to their advantage to see quick recovery so their jobs can be restored.
- Supermarkets and convenience stores will normally post flyers in their stores, and many allow flyers to be placed in a conspicuous place for customers to take when leaving the store.
- Contact presidents of homeowners associations in hard hit areas. Usually, they are willing to have residents distribute flyers to their neighbors.
- Hospitals and large medical facilities are promising spots for posting information that will reach a large number of people.
- School boards and principals of individual schools will normally agree to have flyers given to students to take home to their parents. Experience shows that elementary students rather than high school students are more likely to see that parents get the flyers.
- Shelters are another location where flyer distribution would be beneficial. However, make sure that every time you visit a shelter that you first introduce yourself to the shelter manager. Explain who you are and why you are there. If the shelter is run by the Red Cross, you need to contact the Red Cross chapter for that area. It is important to give the Red Cross advance warning of your visit to one of their shelters so that they can notify their shelter manager about your arrival.
- Hotels and motels should display recovery information in their lobbies. Many of the people affected by the disaster will be staying in hotels and motels close to their property.

***Note: Remember that it is illegal to leave flyers in mailboxes.**

VI. Speaking to the Public

Make sure to check with the CR Coordinator before agreeing to a speaking engagement. When you are asked to make a presentation at a community meeting, you are given the opportunity to bring Community Response into the community on a larger scale and can establish channels of communication. Meetings will often generate invitations to address additional groups such as volunteer agencies, service clubs, clergy, church congregations and other community groups. These groups can be a source of information and a means for circulating fliers in the affected areas. A successful presentation requires preparation. If you arrive at a meeting just as it is about to begin, you may fulfill your obligation to address the group, but rob yourself of opportunities to build positive relationships and defuse situations that could otherwise create a hostile environment.

If you have advance warning of a possible speaking engagement, you can take advantage of FEMA Speakers Bureau. If you notify the JFO that you would like someone to provide a presentation, the JFO will schedule the event with FEMA. FEMA personnel will then handle the speaking engagement for you. This is particularly advantageous when you have requests for more technical presentations such as hazard mitigation techniques. This is when the Speakers Bureau would provide an expert on the topic for you.

Handling Your Presentation

Know your audience and what it expects from your presentation. Disasters create a wide variety of assistance needs. For example, individuals need different information than local officials. The audience will also determine the handouts you bring. You want to make sure you have enough handouts for the audience so be aware of how large the event is going to be.

Know the meeting date, time, location and contact person. Showing up Monday for a Tuesday meeting is embarrassing. Call and confirm meeting times. You should familiarize yourself with the location of the building where you will meet and the parking facilities there beforehand. Arrive early. This will allow you to meet and talk with the contact person and others to lay the groundwork for a long-term positive relationship. You can also talk to individuals in the audience as they arrive. Arriving early also offers an opportunity to organize your handouts and your thoughts.

There is a possibility that there can be upset or angry audience members due to the stress of the event. If an individual is angry, it is best to resolve the issue by working with that individual one-on-one. Usually, you can get a better understanding of the situation and give the applicant better advice under those circumstances.

Let individuals know how you can be reached if they need to call you in the future.

Don't be the first one out the door. A question and answer session may be part of the program, but some people are uncomfortable with speaking in public. Make yourself available after your presentation to discuss individual concerns privately.

Follow up. If you promised to get information for the group or look into an issue, do it. Same day services show you take the matter seriously. If that's not possible, do it as soon as you can. Each delay brings the possibility that the person will get the wrong information from someone else first.

Key Presentation Points to Consider

What the recovery effort will accomplish.

How and where to apply for aid:

- Tele-registration (800-621-FEMA [3362])
- Disaster Recovery Centers (DRCs)
- Public Assistance Applicant Briefings; and
- Information helpful when applying
 - ✓ Address and current daytime telephone number
 - ✓ Social Security Number (including spouse)
 - ✓ Family income
 - ✓ Type of insurance coverage and carrier; and
 - ✓ Type of damage sustained, and
 - ✓ Directions to the damaged home or property

Type of assistance which individuals and governments MAY qualify for:

- Emergency needs
- Human Services (Individual Assistance)
- Infrastructure (Public Assistance)
- Hazard Mitigation

(For details about specific types of assistance, see outline of Individual Assistance Programs at <http://www.floridadisaster.org/Recovery/>).

What happens when an applicant registers?

- Tele-registration, Disaster Recovery Center (DRC) services, exit interview
- When to expect Federal Emergency Management Agency (FEMA) Inspector – This depends, but FEMA aims to complete inspections in 10 days.
- Eligibility determination
- Notice of check or denial
- When to expect an assistance check, and
- Information hotline for general information and status check

Precautions you can take to avoid application processing delays:

- Duplicate applications
- Unreported address and telephone changes
- Incorrect insurance information

- Small Business Administration (SBA) loan application must be completed and submitted, BEFORE any other assistance should be applied for. Even though individuals and families are not small businesses, they still MUST APPLY for an SBA loan in order to receive other aid.

Key issues for disasters:

- Emergency needs – voluntary agencies
- Housing assistance
- Human services
- Debris removal
- Infrastructure
- Cleaning up before a FEMA inspection
- Application deadline
- Preparedness information; and
- Disaster specific issues

VII. Working with Disaster Recovery Centers

It is essential to develop a solid working relationship with Disaster Recovery Center Managers and their staff. Regular visits to the centers will augment applicant information and help your relationship with center managers. **Make your visits short and purposeful.**

Center managers should be briefed on pertinent problems that CR has discovered. Valuable information about impacted areas, community composition, problem situations, and other potentially important areas can be obtained from applicants waiting for processing. Local, state, federal and volunteer organizations in the centers are an excellent source of information on existing programs for the elderly, low income, ethnic and other special groups.

The DRC can provide telephone facilities and a courier service for you. They also can offer a connection to a working computer, printer and copier so that you are able to send in your reports and time sheets, if needed.

VIII. Working with Housing Coordinators

If Housing Coordinators are working in the field, it is important to meet with them. Housing is actively reaching out to the same community that you are. Working with Housing is beneficial for a number of reasons. First, both programs are a great source of information for the other. Second, it is central to remember that many of the same points of contact in the community are going to be needed by both CR and Housing. Often counties can be overwhelmed by the many different state programs needing their assistance for information. Whenever possible, it is important to coordinate your efforts with Housing. Have joint meetings or utilize the information the Housing Coordinator

has gained from county resources rather than have another separate meeting with the county. You will find that working together with shared information is a real asset.

IX. CR Team Leader

As the team leader, you are accountable for the everyday activity of your team. To stay National Incident Management System (NIMS) compliant, there should always be span of control. Span of control means that a supervisor should only be directly responsible for up to seven individual team members. It is necessary to have continuing communication with these team members and know where they are located in your region. To better understand your role as team leader, make sure you read the CR and CR Field Supervisor sections of the manual. These sections provide valuable information about all aspects of CR that you need to know.

Daily Team Meetings

As the Team Leader you should find a time and place to hold a daily team meeting. These meetings are designed to cover any information the team needs to be aware of as a whole. This meeting is a time for announcements and also an opportunity for you to gather information you will need for your field reports and conference calls. This is also how the team will go about organizing the best way to cover your assigned area. The meetings serve as a way to open up communication so that the team can solve any problems or concerns together.

Team Leader Situation Reports (SitRep)

You and each member of your team are responsible for filling out and submitting a daily field report. It is your responsibility to collect the combined information of all your teams to then generate a Team Leader SitRep for that day. These reports include where the team has been, how many homes or businesses were visited, and any other information gleaned from the county. These reports give an idea of crisis areas, special needs, and other concerns that need to be addressed.

The Team Leader SitRep is to be emailed into the JFO everyday. The Team Leader SitRep form to follow can be found in the CR Reports section and will also be provided to you by the JFO.

Conference Calls

There will be daily, mandatory conference calls with the JFO CR staff, Field Supervisor, and Team Leaders. County Emergency Managers and FEMA are also informed of the calls and invited to join. These conference calls are a chance for the Field Supervisor and Team Leaders to verbally report how work in the field is going. Each person should be ready to report any special needs or problems in the area. This is a good opportunity to hear what other CR Teams are doing in the field and possibly gain tips on ways to improve your own team. The calls also allow the JFO and Field Supervisor to have a better understanding of any assistance you may need in your area.

In addition, this is the time that each Team Leader will verbally inform the CR Coordinator of the hours worked for each team member. The hours provided will be what is approved in People First for each person so it is imperative that you have the correct information directly from your team.

These calls will allow the JFO the opportunity to make any needed announcements to teams in the field. **The conference call time and number will be provided to you before you leave the JFO.**

Aspects to Remember on a Conference Call

- Be professional
- Don't ask repetitive questions
- Speak from prepared notes
- Mute your phone when you are not speaking
- Sensitive information should be handled one-on-one in a separate conversation

Vouchers and Time Sheets

As the Team Leader you are responsible for making sure that all team members complete their vouchers and time sheets. This means setting aside a time at the end of every work week to meet with each member to complete timesheets and prepare vouchers. You can decide to meet your team members at the hotel or you may set up a schedule with the DRC to use their facility.

As the team leader, you are with your team on a daily basis and therefore know their activities. You will need to sign off on timesheets submitted to the JFO. An official timesheet will be provided to you via the JFO staff. This is where you will enter the time worked for each team member. The team member must sign this sheet approving the hours. Once you have the logged hours, submit those signed and approved hours to the JFO. **This timesheet is due every Friday by 8:00 am.** It can be scanned and emailed or faxed to the JFO.

You will also need to allow the team to utilize your computer or schedule the use of a DRC computer to enter their hours in People First. This means you must organize time every week to guarantee this is done and submitted on time.

During your weekly individual meetings, you also need to make sure vouchers are submitted on time. It is the team leader's responsibility to make sure all vouchers are completed by the staff at their scheduled appointments. Take the time to assist with any voucher problems as needed. Your assistance with vouchers will cut down on mistakes and guarantee vouchers are turned in every two weeks as required.

BEFORE LEAVING THE JFO

1. Meet with the Community Response Coordinator
2. Obtain all information available about assigned sector, city, or county
3. Obtain names of team members

4. Determine special needs in sector (request appropriate staff)
5. Check if team members have transportation and communications and know how to use them
6. Find out if there are anything that would affect the safety of the team
7. Have contact numbers of all team members
8. Have contact numbers and fax numbers to Joint Field Office and Disaster Recovery Centers
9. Have your first daily team meeting and cover:
 - ✓ Summary of critical issues – Go over any safety concerns, special needs, worst impacted areas and other potentially critical issues
 - ✓ Summary of communication procedures – discuss the chain of command, the information you need to report back to the JFO and other communication procedures.
 - ✓ Provide needed contact numbers – make sure all team members have the team and the relevant JFO phone numbers.
 - ✓ Provide message of the day – The message of the day is a FEMA concept to spread information about specific topics each day.
 - ✓ Explain the importance of information flow - Information should flow freely between teams in the field and the JFO. Everyone should be up to date and kept in the loop.
 - ✓ Review of policy for dealing with media – The media may be interested in following your team in the field. The State Public Information Officer (PIO) should accompany any media. If the PIO is not there, then contact the JFO. **Your team should only speak with the media if the PIO is present. However, you do not have to speak to the media if you are not comfortable.**
 - ✓ Explain lodging strategy – It is important to know the lodging of each of your team members. If possible, it is best to have your team stay in the same or close hotels. This makes team meeting and information sharing easier.
 - ✓ If possible, make field assignments.
 - ✓ Briefing and debriefing schedule.
 - ✓ Provide available flyers.
 - ✓ Provide important community contacts if available.
 - ✓ Make sure all members have a Community Response Manual and have reviewed it.

In the Field

1. Provide leadership
2. Provide guidance
3. Be responsive to team members' needs
4. Be a team builder
5. Be a people builder
6. Create an environment for open communication
7. Identify training when needed
8. Establish positive quality control
9. Maintain proper briefings and provide latest pertinent information
10. Give daily and weekly goals and objectives to the team

11. Set priority for the team
12. Provide message of the day for the team
13. Call in identified critical issues to the CR Field Operations Coordinator
14. Provide feedback to CR field workers
15. Try to ride with each field worker at least once a week
16. Keep in contact with the CR Field Operations Coordinator
17. Follow report procedures
18. Submit daily summary reports
19. Be prepared to evaluate field staff

X. CR Field Supervisor

As the Field Supervisor, you will work with all the team leaders in your assigned area. You are the first link team leaders can go to if they have any concerns. You provide extra assistance in the field and are a source of advice. You are also responsible for turning in field reports and participating in the daily conference calls (see the Team Leader section for further details).

Being a field supervisor requires a large amount of travel. This is because it is necessary that you have personal contact with all of your teams in the field. As the field supervisor, it is important to read the CR and Team Leader sections of the manual. This way you have a better understanding of the entire CR process. You are a major link between the JFO and the teams in the field. The JFO will utilize the contact you have with all your teams to make sure that everyone has everything they need.

BEFORE LEAVING THE JFO

1. Meet with the Community Response Coordinator
2. Obtain all information available about assigned sector
3. Obtain names of Team Leaders and Team Members
4. Determine special needs in sector (request appropriate staff)
5. Find out from team leaders if there are any special conditions that would affect the safety of the teams
6. Have contact numbers of all team leaders and team members
7. Have contact numbers and fax numbers to Joint Field Office and Disaster Recovery Centers

IN THE FIELD

1. Provide leadership
2. Provide guidance
3. Be responsive to team leaders and team members' needs
4. Be a team builder
5. Be a people builder
6. Create an environment for open communication
7. Identify training when needed
8. Establish positive quality control

9. Maintain proper briefings and provide latest pertinent information
10. Call in identified critical issues to the CR Field Operations Coordinator
11. Provide feedback to CR Team Leaders and Field workers
12. Try to ride with each team as much as possible
13. Keep in contact with the CR Field Operations Coordinator
14. Stay in regular contact with each of your Team Leaders
15. Follow report procedures
16. Submit daily summary reports
17. Be prepared to evaluate field staff

County Maintenance and Closing

As CR begins slowing down or is no longer needed in a county, you will need to work with team leaders and the JFO to set up county maintenance and close out meetings with the County Emergency Manager. The maintenance and close out meetings are designed to make sure that both the county and the state are in agreement about how CR is going and what exactly the different CR stages mean. The Operations Field Coordinator will go over the maintenance and close out process as the time approaches to make sure that you feel comfortable at the meeting and that you understand what needs to occur. There are examples of the Maintenance and Closeout forms in the CR Reports section. Each event is different so the contact list of resources on the Closeout letter will change. As a result, the example shown in the CR Reports section is subject to change depending on the event. New, updated forms will be provided that are event specific.

XI. Forms and Reports

The forms and reports shown below are examples. Copies of these will be provided to all CR staff once assigned to the field. For questions or additional information on any report or form please notify your supervisor.

**Community Response
 Team Leader Situation Report
 Florida Division of Emergency Management
 Event Name and Number
 Date**

Total Survivors Assisted Today:

Reservist	County	Survivors Assisted	Hours Worked
(TL)			

Field Supervisor:

Bilingual staffing:

Areas covered by teams:

Future Operations:

Unmet Needs:

Issues and Constraints:

TEAM LEADER SITUATION REPROT

Team Leader Check Lists

A quick reference to remind you!

Daily Check List -

- Team Meeting
- Participated in CR conference call
 - Have team member's hours worked to report
- Collected daily field report information from the team
- Submitted Team Leader Situation Report (SitRep)
- Make sure the team has submitted a copy of their signed P-Card receipts

Weekly Check List -

- Met with each team member to record hours worked
- Sent to the JFO by Friday:
 - Team Leader approved hours worked
 - Mailed team's original receipts
 - Vehicle Log

Two Weeks Check List –

- Scheduled with the JFO for all vouchers to be completed

TEAM LEADER CHECK LIST

Community Response DR

CHECKLIST FOR PLACING COUNTIES ON MAINTENANCE

Maintenance: When the CR Coordinator, the County Emergency Manager, and the assigned FEMA/State Field Officers agree that the communities have received the necessary disaster information to access federal assistance.

The local official city/county EM has been advised that Community Response will be placing them on a maintenance level effective _____.
DATE

Make sure:

- All CR functions were completed to County EM/local official satisfaction.
- Ask if County EM/local officials have any suggestion or follow-up for CR.
- EM Director has contact numbers for state CR.
- Closing meeting is scheduled.

OTHER LEVELS:

Advise local officials/government agencies (if appropriate) of your maintenance date. Community Response will be available to them on a maintenance level.

SUMMARY:

- Any outstanding issues, recommendations, suggestions or concerns?

As the Emergency Manager of _____ County, I agree to place the county on maintenance.

EM's signature: _____

State CR signature: _____

COUNTY MAITENANCE FORM



STATE OF FLORIDA
DIVISION OF EMERGENCY MANAGEMENT
"State Emergency Response Team"

CHARLIE CRIST
Governor

Dave Halstead
Director

Community Response Close Out

This is to confirm that _____ County Emergency Manager,
_____ has agreed to close _____ County
effective (date) _____.

FEMA and State Community Response Field Teams have been working in your county distributing information and contacting individuals and community leaders to inform them about the FEMA application process. Our mission, with regard to providing information to the community, has been completed. The state and FEMA will continue to be available should you have any questions or require further assistance after the formal close out.

Please feel free to contact the below parties as needed:

Community Response

Sara Whitehead: Office (850) 413- 9817

Unmet Needs

Sylvia Hogan

E-mail: Sylvia.Hogan@em.myflorida.com

Phone: Cell (850) 241-4985

Office (407) 268-8656

Emily Meyer

Email: Emily.Meyer@em.myflorida.com

Phone: (850) 414-7768

Public Assistance

Kevin Adkison: Office (850) 413-9873

Sincerely,

Joseph Borrás

Individual Assistance Branch Director

COUNTY CLOSEOUT LETTER - EXAMPLE

**Community Response
CHECKLIST FOR CLOSING OUT A COUNTY**

COUNTY EMERGENCY MANAGEMENT DIRECTOR: _____

Community Response Representative: _____

County Closing: _____

- Inform local officials and County Emergency Management Director (EMD) that Community Response will be leaving the county, effective _____ (date).

County Emergency Manager and Community Response Field Worker should answer the following statements together: CR has made sure that –

Yes___ No___ 1. Special population groups have been contacted and provided with disaster assistance information.

Yes___ No___ 2. Damaged businesses in the county have received initial contacts, SBA information, referrals, and the SBA workshop schedules and locations.

Yes___ No___ 3. That all known unmet needs have been addressed and passed along to the appropriate agencies.

Yes___ No___ 4. The County EMD understands the CR closeout process, has the necessary contact information for the State CR and Unmet Needs Coordinator, and has the appropriate disaster assistance information.

Yes___ No___ 5. The County EMD is aware of the appropriate contacts for the State Public Assistance Program.

Yes___ No___ 6. The County EMD is aware of the appropriate contacts for the State Mitigation Program.

Yes___ No___ 7. The County EMD is aware of the appropriate contacts for the State Individual Assistance Program.

Summary—Emergency Management Director should complete the following question:

1. Do you have other recommendations or suggestions to improve Community Response

As the Emergency Management Director, I understand the above information and I approve Community Response to close the county.

Printed Name

Emergency Management Director's Signature

COUNTY CLOSEOUT CHECKLIST

Unmet Needs

No Survivor left behind...



Unmet Needs

I. Introduction

Disasters can cause unparalleled destruction, demolishing homes, uprooting lives and changing the faces of long-standing communities for decades. During the Recovery phase of a major disaster, the majority of homes, lives and communities are rebuilt with the help of a few prevailing disaster assistance programs. These include the Individuals and Households Program (IHP) and the Hazard Mitigation Grant Program (HMGP) under State and Federal management.

However, after these grants have been administered, a few individuals and families will have additional needs that these programs are unable to meet. These unmet needs may be procedural issues (e.g. documentation or appeals) or may be needs that are outside the scope of the standard assistance grants. In either case, the state works to assist these survivors through the State Unmet Needs Program in coordination with Emergency Support Function (ESF) 15—Volunteers and Donations, local Long Term Recovery Organizations (LTROs) and, in the event of a catastrophic impact, FEMA’s ESF 14—Long Term Community Recovery.

II. Concept of Operations

In order to assist survivors who cannot move forward in the recovery process without additional help, numerous organizations come together to pool resources and knowledge. The unmet needs process utilizes local, state and federal resources to bring all survivors back to safe, sanitary and secure conditions. Critically involved in this effort are voluntary and faith-based organizations, State Unmet Needs Case Managers and Long Term Recovery Organizations—each serving a unique and essential role.

Generally, the State Unmet Needs Case Managers assist in guiding survivors through the federal assistance program, providing information on necessary documentation and the appeals process. When a survivor’s need is outside the scope of federal disaster assistance, voluntary and faith-based organizations may be asked to assist with their short-term needs by providing skilled personnel, resources and/or crisis-counseling. Finally, if the survivor’s need is long-term and outside the scope of federal disaster assistance, local Long Term Recovery Organizations may be best able to assist by coordinating across all available community resources.

Throughout the recovery process, many types of unmet needs will arise and each of these organizations will have different criteria for generating, managing and referring cases to others. These criteria will be delineated in this section along with guidelines for working in conjunction with each other and other assisting agencies.

A. Types of Unmet Needs

- i. **Federal Assistance Process**—Federal assistance is available to individuals and families through the Federal Emergency Management Agency (FEMA) Individuals and Households Program (IHP) for disaster assistance grants, as well as through the Small Business Administration (SBA) which offers low-interest loans to disaster survivors. Survivors under stress and with limited exposure to the disaster assistance process can easily miss out on critical resources to help them recover. Survivors may need technical guidance on the following issues:
 - **Documentation**—FEMA and SBA require documentation to ensure an applicant is eligible for assistance. A survivor should be prepared to provide information showing that the applicant:
 - is the *owner or legal occupant* of the damaged home
 - lives at this residence for the *majority of the year*
 - is a *citizen, non-citizen national* or a *qualified alien*
 - has applied for an *SBA loan* (for Other Needs Assistance)
 - has made claims on all insurance policies (if the survivor is insured)
 - **Appeals**—When a survivor is denied for FEMA assistance, they have a limited number of appeal attempts. All appeals must be made within 60 days of the decision letter’s date. Survivors can be denied for **many** reasons, the following are some of the most common:
 - **Insurance**—Most survivors who have insurance are automatically denied for a FEMA grant because they have other means to recover. However, a survivor can appeal if they are underinsured for their damages. They must show that the insurance will not cover damage to the structure that is necessary to bring it to safe, sanitary and secure condition. Also, if a survivor’s insurance settlement has been delayed longer than 30 days from the date of filing a claim, FEMA may provide assistance with additional documentation. This assistance would have to be paid back after the insurance settlement is received.
 - **Deferred Maintenance**—A home inspector may find that a damaged home was either previously damaged or left more

vulnerable to storm damage because of disrepair. In this case, a survivor must prove that the home was in good condition prior to the disaster and the damage was a direct result of the event. A letter from a general contractor, engineer or another FEMA inspection may be able to attest to the veracity of a deferred maintenance appeal.

- *Additional Living Expenses (ALE)*—Some survivors have insurance coverage for additional living expenses, but may exceed the insurance limit. In this case, they can appeal to FEMA to receive temporary housing assistance.
- **Fatalities**—When a fatality is confirmed as a result of the disaster in a declared county, the survivor’s next of kin may be able to receive money to address the cost of funeral services, burial or cremation and other funeral expenses. The state ensures FEMA gets the documentation confirming the circumstances of the fatality so the family does not have to provide this. Documentation includes:
 - Local Medical Examiner’s *preliminary report* citing the name of the deceased, county of death and disaster-related cause of death.
 - Other *official Medical Examiner’s documentation* (autopsy is generally not available at the time of the information request).
- ii. **Short-Term Needs**—Needs that can be fulfilled through a single action or typical donation are short-term needs. These can include food, roof tarps, a few days hotel stay, debris removal, and other short-term assistance. These types of needs are generally referred to ESF-15, “Volunteers and Donations.”
- iii. **Long-Term Needs**—Needs that will require follow-up over time, special donations requests or needs which cannot be fulfilled through other means are long-term needs. These include: specialized medical equipment that may not be fully covered by FEMA, assisting undocumented immigrants, extended food and shelter needs (especially for those with special needs). These types of needs are generally referred to local Long Term Recovery Organizations if they are formed.

B. Criteria to Generate a Case

- i. **Unmet Needs**—different organizations generate cases differently, State Unmet Needs cases are generated through the following means:
 - **Inquiries** (letters, emails, phone calls)—The Unmet Needs section will work closely with the Public Information Officer and the Volunteer Hotline staff to ensure that inquiries about assistance and unmet needs are communicated back to the state whenever necessary. These inquiries will generate a case for Case Manager follow-up.
 - **Community Response**—Community Response teams in the field will often come across individuals who have been denied FEMA assistance, but that have disaster-related needs. If the issue is easily solved, Community Response teams will provide information for a solution on the spot. However, if the issue appears complex, Community Response teams will refer the case to the Unmet Needs section for follow-up.
 - **Referrals**—FEMA, state agencies, faith-based, voluntary and civic organizations and others may have already generated a case that needs state guidance. When a case is referred from another organization, a case will be generated for follow-up.
 - **Governor’s and Congressional Inquiries**—Survivors who have suffered damage occasionally contact their legislative or executive representatives. These Governor’s or Congressional Inquiries are referred to the Unmet Needs section for follow-up. Since a response is required back to the representative, the State Unmet Needs Coordinator generally takes the lead on these inquiries.
 - **Quality Control**—At the direction of the Individual Assistance Branch Director, cases may be opened without a referral or inquiry to prevent problems in the assistance process. If problems in a survivor’s application are identified, but the survivor has not inquired about his or her assistance, the Individual Assistance Branch Director will make a determination whether the survivor should be contacted directly and a case should be generated or not.

C. Case Management

Since there are many diverse avenues of assistance for survivors, spanning the phases of the disaster, many different organizations may be managing the same person’s case simultaneously and in different ways. It is important to

note that all case managers should communicate with ESF 15 and the LTRO to ensure that assistance is not duplicated or neglected.

- i. **Unmet Needs**—After a case is generated, the State Unmet Needs Case Managers assist to ensure that survivors have turned in all necessary documentation for FEMA assistance and file appeals with the appropriate information. If a case is generated where FEMA assistance is not appropriate, the case manager works to ensure the case is referred to an appropriate assisting organization. Case Managers often follow a standard process once a case has been identified, which is as follows:
 - When the inquiry or referral comes in, an Inquiry Form is completed describing the details of the case, the referring party, date, time and contact information. Later, it will be updated with the result. This information is also added to the Unmet Needs database for ease of tracking.
 - The Unmet Needs Coordinator or a Lead Case Manager (for a large event) will utilize the National Emergency Management Information System (NEMIS) to research the case history and its complexity. If a Release of Information (ROI) form has been filled out by the survivor, then this can be attached to the Inquiry form. If one has not been filled out, then the ROI needs to be completed before referrals can be made.
 - The Unmet Needs Coordinator or a Lead Case Manager will assign the case to a qualified Case Manager.
 - The Case Manager will review the inquiry form and all documents related to the case.
 - The Case Manager will then contact the applicant to ensure the applicant's needs are understood and request any additional documentation needed to support the case in line with FEMA policies and guidelines.
 - Once documentation is received, it is reviewed by the Case Manager for accuracy and completeness and passed on to FEMA Applicant Services. The Case Manager then composes a brief synopsis of his or her findings and makes a determination on how to assist the applicant.
 - If the case needs further consideration from FEMA, the Case Manager will follow up with the National Information Processing Service Center (NIPSC) Liaison to ensure all necessary documentation has been provided.

- The Case Manager may also act as the liaison between the applicant and other resource agencies. Depending on the depth of need from the resource agency, the Case Manager may refer the case directly to another Case Manager with that agency.
- Once all FEMA program requirements have been met or the case has been referred to an appropriate agency, the Case Manager may close and file the case. The information is then updated in the Unmet Needs database. Cases may always be re-opened if additional needs or resources become apparent.

III. Roles and Responsibilities

A. State Unmet Needs Coordinator

i. Duties

- Receives cases to review and assign to caseworkers.
- Compiles data to help provide relief and or assistance to applicants, makes recommendations for remedial action and implements resolutions and improvements.
- Assists in ensuring that the satisfactory quality of Individual Assistance programs is maintained.
- Researches and identifies complex Individual Assistance program issues or problems.
- Determines whether a case needs to be assigned to Case Manager or directly to FEMA Applicant Services based on NEMIS review.
- Coordinates applicant information, records management, flood mapping and inspection services functions with FEMA Applicant Services to facilitate assistance to disaster victims.
- Provides technical guidance on the proper completion and processing of registration forms and the computerized registration process. Also ensures that all applicable regulations, standards, procedures and policies are implemented.
- Provides information and guidance to personnel from federal, state and private organizations regarding delivery of the disaster assistance programs.

- Establishes relationships with FEMA and state program managers to act as quality information sources about frequently recurring issues and questions regarding Individual Assistance.
- Maintains applicant information files such as databases and spreadsheets.
- Provides training to new case managers as well as attends training to enhance services and programs to clients and staff members.

B. State Unmet Needs Case Managers

i. Duties

- Identifies individual case issues and works as a liaison between the applicant, state, federal or voluntary/private agencies to assist disaster survivors.
- Monitors and evaluates the implementation and delivery of Individual Assistance programs and makes recommendations to management for further action to improve performance.
- Collects, evaluates and assists in disseminating current disaster-specific information as assigned.
- Provides all appropriate referrals to other agencies.
- Compiles data for further program analysis and assists in ensuring that the satisfactory quality of Individual Assistance programs is maintained.
- Implements individual assistance programs, including all associated databases and files.
- Researches and identifies complex Individual Assistance program issues and problems and make recommendations for remedial action and implements resolutions and improvements.
- Provides information, guidance and support to personnel from federal and state agencies and private organizations regarding delivery of disaster assistance.
- Provides technical guidance on the proper completion and processing of the registration forms and the computerized registration process. Also ensures that all applicable regulations, standards, procedures and policies are implemented.

- Coordinates applicant information and records management in order to ensure assistance to disaster victims and implements the timely and accurate transfer of applicant processing data received from various disaster registration sources.

ii. Tasks

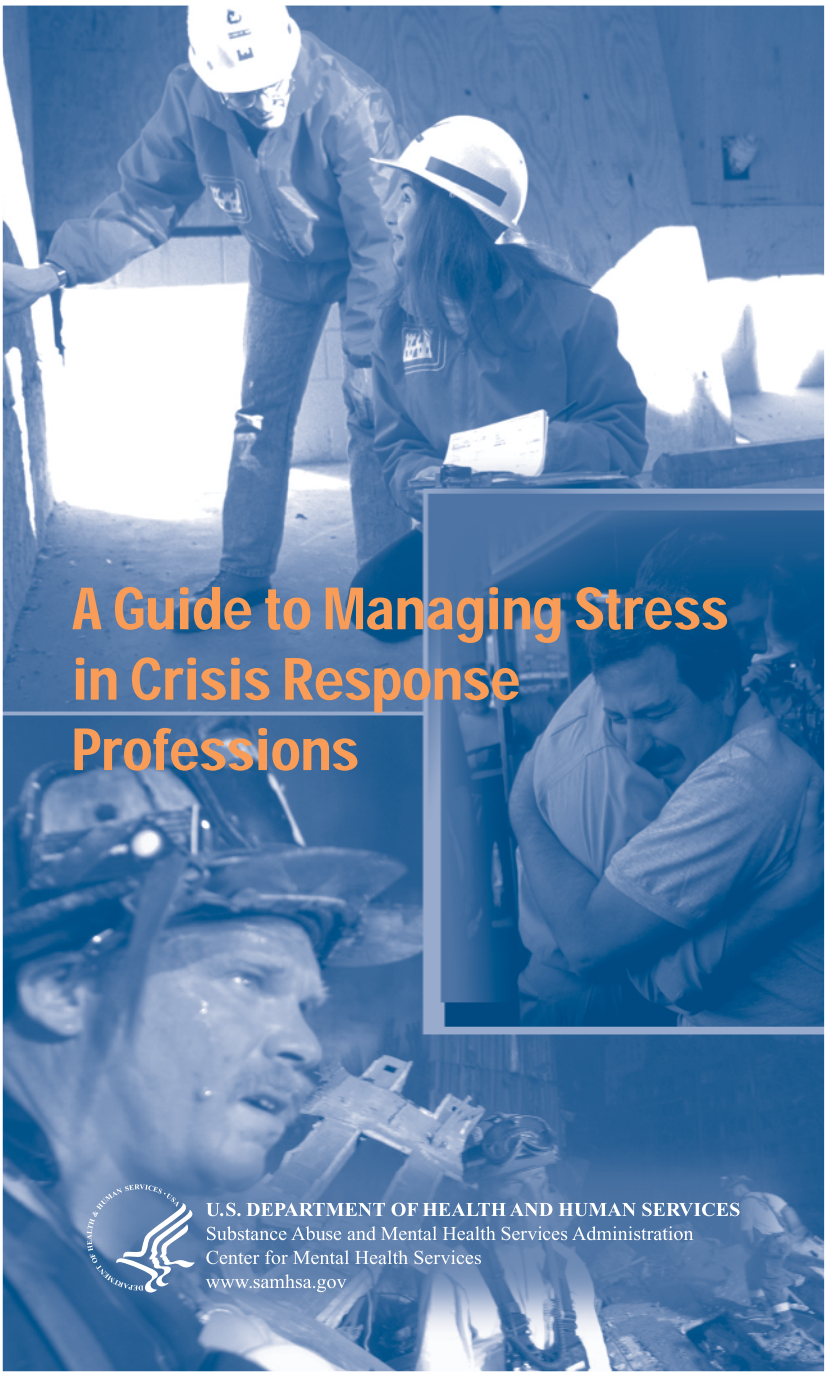
- Every week, check with the counties and the volunteer agencies through the Internet and all other reasonable means, to identify funding sources and assistance program availability.
- Manage outgoing and incoming correspondence with applicants, federal, state and voluntary agencies, and counties.
- Assist applicants with proper completion and processing of the registration forms following the standards, procedures, regulations and policies, by ensuring they know what is expected and what should be done in a step by step manner.
- Encourage applicants to register for FEMA assistance if they have not done so already.
- Report issues or problems in the assistance process. Some may be alleviated through public information or policy changes.
- Prioritize cases according to urgency. Special needs citizens and other emergency cases may take precedence over others.

Disaster Temporary Housing

Home away from home...

The Disaster Temporary Housing section is currently under development and will be added at a later date.





A Guide to Managing Stress in Crisis Response Professions



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
Substance Abuse and Mental Health Services Administration
Center for Mental Health Services
www.samhsa.gov

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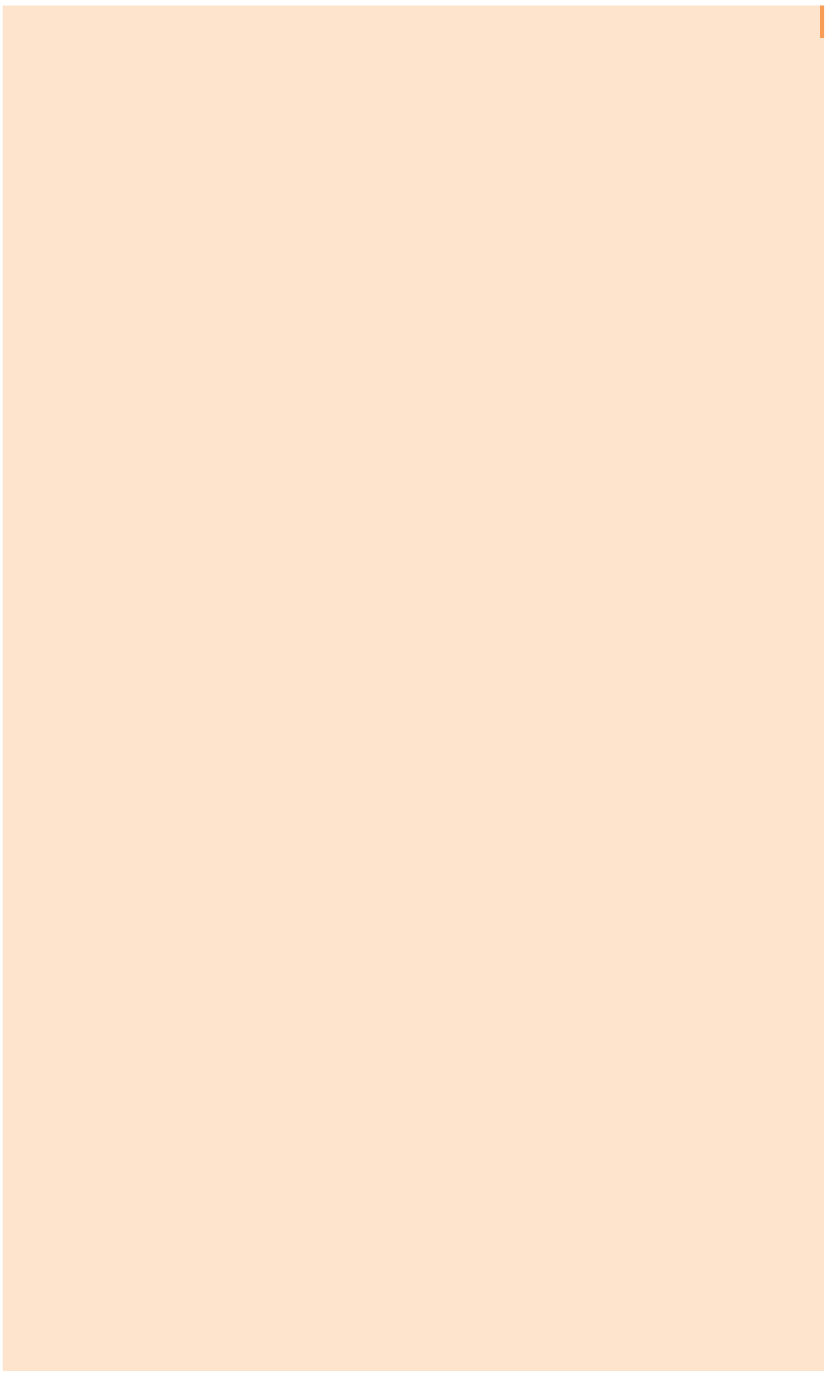
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A GUIDE TO MANAGING STRESS IN CRISIS RESPONSE PROFESSIONS

Contents

Preface	v
Introduction	vii
I. Understanding the Stress Cycle	1
Common Stress Reactions	2
Extreme Stress Reactions	5
II. Managing Stress Before, During, and After an Event	7
Pre-Event Planning	7
During the Crisis—At the Scene	10
After the Crisis	12
III. Promoting a Positive Workplace Environment	13
Minimizing Stress	15
IV. Self-Care for Crisis Response Professionals .	17
Self Monitor for Signs of Stress	17
Minimizing Stress	18
V. References and Recommended Reading	23
VI. Selected SAMHSA Resources	26
VII. Internet Sites	27



Preface

Dear Colleague:

The ongoing threat of both natural and human-caused disasters makes it imperative that we support and encourage the brave men and women who prepare for and respond to these events—our crisis response professionals. These professionals include first responders, public health workers, construction workers, transportation workers, utilities workers, volunteers, and a multitude of others.

This easy-to-use pocket guide focuses on general principles of stress management and offers simple, practical strategies that can be incorporated into the daily routine of managers and workers. It also provides a concise orientation to the signs and symptoms of stress.

While every situation is unique, this document provides some basic tools that can inspire and spread optimism and point the way to effective stress management.

Charles G. Curie, M.A., A.C.S.W.

Administrator

Substance Abuse and Mental Health Services

Administration

Introduction

Introduction

Stress prevention and management should address both the worker and the organization. Adopting a preventive perspective allows both workers and organizations to anticipate stressors and shape responses, rather than simply reacting to a crisis when it occurs (Center for Mental Health Services [CMHS], 2005).

Crisis response workers and managers—which include first responders, public health workers, construction workers, transportation workers, utilities workers, and volunteers—are unique in that they are repeatedly exposed to extraordinarily stressful events. This places them at higher-than-normal risk for developing stress reactions (Pan American Health Organization [PAHO], 2001).

A Guide to Managing Stress in Crisis Response Professions provides a framework for stress management strategies for crisis response workers and managers. These strategies are sufficiently broad so that individuals and groups can select those that best fit their needs and circumstances. Education about stress and its prevention and mitigation through planning are essential.



Content Overview

- ◆ Chapter I provides a simple overview of the stress cycle and common stress reactions.
- ◆ Chapter II gives managers strategies for preventing and mitigating stress for themselves and their workers before, during, and after an event.
- ◆ Chapter III makes suggestions for creating a positive and healthy workplace environment that will reduce the potential for staff stress.
- ◆ Chapter IV offers tips on self-care for workers and managers alike.
- ◆ Chapter V gives references and recommended reading.
- ◆ Chapters VI and VII give selected SAMHSA resources and Internet sites for more information.



I. Understanding the Stress Cycle

Stress is an elevation in a person's state of arousal or readiness, caused by some stimulus or demand. As stress arousal increases, health and performance actually improve. Within manageable levels, stress can help sharpen our attention and mobilize our bodies to cope with threatening situations.

At some point, stress arousal reaches maximum effect. Once it does, all that was gained by stress arousal is then lost and deterioration of health and performance begins (Luxart Communications, 2004).

Whether a stressor is a slight change in posture or a life-threatening assault, the brain determines when the body's inner equilibrium is disturbed; the brain initiates the actions that restore the balance. The brain decides what is threatening and what is not. When we face challenging situations, the brain does a quick search. Have we been here before? If so, how did we feel? What was the outcome? Can we cope with the situation now? If there's doubt as to any of these questions, the stress response goes into high gear (McEwen & Lasley, 2002).

The following provides workers and managers with a list of common stress reactions. Most people are resilient and experience mild or transient psychological disturbances from which they readily bounce back. The stress response becomes problematic when it does not or cannot turn off; that is, when symptoms last too long or interfere with daily life.

Common Stress Reactions

Behavioral

- ◆ Increase or decrease in activity level
- ◆ Substance use or abuse (alcohol or drugs)
- ◆ Difficulty communicating or listening
- ◆ Irritability, outbursts of anger, frequent arguments
- ◆ Inability to rest or relax
- ◆ Decline in job performance; absenteeism
- ◆ Frequent crying
- ◆ Hyper-vigilance or excessive worry
- ◆ Avoidance of activities or places that trigger memories
- ◆ Becoming accident prone

Physical

- ◆ Gastrointestinal problems
- ◆ Headaches, other aches and pains
- ◆ Visual disturbances
- ◆ Weight loss or gain
- ◆ Sweating or chills
- ◆ Tremors or muscle twitching
- ◆ Being easily startled
- ◆ Chronic fatigue or sleep disturbances
- ◆ Immune system disorders

Psychological/Emotional

- ◆ Feeling heroic, euphoric, or invulnerable
- ◆ Denial
- ◆ Anxiety or fear
- ◆ Depression
- ◆ Guilt
- ◆ Apathy
- ◆ Grief

Thinking

- ◆ Memory problems
- ◆ Disorientation and confusion
- ◆ Slow thought processes; lack of concentration
- ◆ Difficulty setting priorities or making decisions
- ◆ Loss of objectivity

Social

- ◆ Isolation
- ◆ Blaming
- ◆ Difficulty in giving or accepting support or help
- ◆ Inability to experience pleasure or have fun

(Adapted from CMHS, 2004)



First the brain sounds an alert to the adrenal glands. The adrenals answer by pouring out the first of the major stress hormones—adrenaline—for the classic fight-or-flight response.

The fight-or-flight response evolved with the prime directive of ensuring our safety and survival. The pulse begins to race as the adrenaline steps up the heart rate, sending extra blood to the muscles and organs. Oxygen rushes in as the bronchial tubes in the lungs dilate; extra oxygen also reaches the brain, which helps keep us alert. During this stage of the fight-or-flight response, the brain releases natural painkillers called endorphins. This phase, in which adrenaline plays a leading role, is the immediate response to stress (McEwen & Lasley, 2002).

When the stress response is active for a long period of time, it can damage the cardiovascular, immune, and nervous systems. People develop patterns of response to stress that are as varied as the individuals (Selye, 1984). These responses simply suggest a need for corrective action to limit their impact (Mitchell & Bray, 1990; Selye, 1984).



Extreme Stress Reactions

An optimum level of stress can act as a creative, motivational force that drives a person to achieve incredible feats. As noted earlier, most people do not suffer severe effects from manageable levels of stress. Chronic or traumatic stress, on the other hand, is potentially very destructive and can deprive people of physical and mental health (PAHO, 2001).

If stress is extreme and not managed, some individuals may experience posttraumatic stress disorder (PTSD). PTSD is a psychiatric disorder that can occur following the experience or witnessing of life-threatening events. People who suffer from PTSD often relive the experience through nightmares and flashbacks, have difficulty sleeping, and feel detached or estranged. These symptoms can be severe enough and last long enough to significantly impair the person's daily life (National Center for Post-Traumatic Stress Disorder [NCPTSD], 2005).

PTSD is marked by clear biological changes as well as psychological symptoms. PTSD is complicated by the fact that it frequently occurs in conjunction with depression, substance abuse, problems of memory and cognition, and other problems of physical and mental health. The disorder is also associated with impairment of the person's ability to function in social or family life, including occupational instability, marital problems and divorce, family discord, and difficulties in parenting (NCPTSD, 2005).

Increased substance use or abuse is also a concern. While researchers appear to be divided on whether substance abuse disorders increase following a disaster, there is evidence to suggest that substance use increases. While substance use increases alone do not qualify as substance abuse disorders, they can create potential health and public safety problems. This is of particular concern when the affected people are crisis response personnel who may

have responsibility for public safety as part of their job duties (Center for Substance Abuse Treatment, 2003).

While the effects of PTSD are serious and difficult to deal with, it can be treated by a variety of forms of psychotherapy and medication.

For more information and resources on PTSD, go to NCPTSD's Web site: <http://www.ncptsd.org>.



II. Managing Stress Before, During, and After an Event

Everyone who experiences a disaster is touched by it, including crisis response workers and managers. Good planning can limit health and psychological consequences, minimize disruptions to daily life, and contribute to the growth and empowerment of the individual experiencing the disaster.

The Nation's mental health, substance abuse, public health, medical, and emergency response systems face many challenges in meeting the behavioral health needs that result from disasters. Management of the behavioral health consequences of disasters requires a range of interventions at multiple levels in the pre-event, event, and post-event phases.

Pre-Event Planning

There are many preventive measures that you as a supervisor can put in place before an event occurs which can minimize stress. A thoughtfully planned communications strategy can lessen the impact of stress while accomplishing the goal of delivering accurate and timely information within the organization and to the public (Federal Emergency Management Agency [FEMA], 2005).

A clear understanding of roles and procedures is critical to helping individuals manage stress. Training and preparedness in incident management procedures are therefore key to stress management.

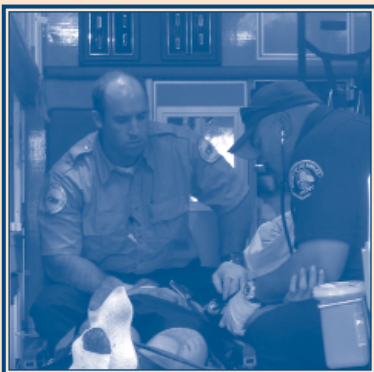
The National Incident Management System (NIMS), developed by the U.S. Department of Homeland Security (DHS), establishes standardized incident management processes, protocols, and procedures that all responders—

Federal, State, tribal, and local—will use to coordinate and conduct response actions (FEMA, 2005).

The NIMS Incident Command Structure (ICS) provides a consistent, flexible, and adjustable national framework within which government and private entities at all levels can work together to manage domestic incidents, regardless of their cause, size, location, or complexity. ICS helps all responders communicate and get what they need when they need it (FEMA, 2005).

NIMS ICS is composed of several components that work together as a system to prepare for, prevent, respond to, and recover from domestic incidents. These components include: command and management, preparedness, resource management, communications and information management, supporting technologies, and ongoing management and maintenance.

For more information on NIMS and NIMS ICS, go to: FEMA's Web site: <http://www.fema.gov/NIMS/>.



Following are some suggested action steps that may help you and your workers cope with stress in a more effective manner.

Minimizing Stress Before the Crisis

- ◆ Become familiar with the NIMS ICS and your organization's role in it; and train personnel in its use.
- ◆ Establish clear lines of authority and responsibility to minimize stress by eliminating confusion about who reports to whom (Call & Pfefferbaum, 1999; CMHS, 1994).
- ◆ Provide regular training on stress management techniques.
- ◆ Create a facility evacuation plan and practice drills regularly.
- ◆ Provide ongoing training to ensure that staff are thoroughly familiar with safety procedures and policies.
- ◆ Develop guidelines to help workers prepare for deployment.
- ◆ Maintain an updated list of family members' contact information for each employee.
- ◆ Have a pre-established plan for how employees will check on their families if disaster strikes during work hours (CMHS, 1994).

During the Crisis—At the Scene

At the disaster scene, you, as a manager, can provide certain supports for workers to mitigate stress and help them effectively perform the tasks at hand.

Minimizing Stress During the Crisis— At the Scene

- ◆ Clearly define individual roles and reevaluate if the situation changes.
- ◆ Institute briefings at each shift change that cover the current status of the work environment, safety procedures, and required safety equipment (CMHS, 1994).
- ◆ Partner inexperienced workers with experienced veterans. The buddy system is an effective method to provide support, monitor stress, and reinforce safety procedures. Require outreach personnel to enter the community in pairs (CMHS, 1994).
- ◆ Rotate workers from high-stress to lower stress functions (CMHS, 1994).
- ◆ Initiate, encourage, and monitor work breaks, especially when casualties are involved (McCarroll, Ursano, Wright, & Fullerton, 1993). During lengthy events, implement longer breaks and days off, and curtail weekend work as soon as possible.
- ◆ Establish respite areas that visually separate workers from the scene and the public. At longer operations, establish an area where responders can shower, eat, change clothes, and sleep (CMHS, 1994).

- ◆ Implement flexible schedules for workers who are directly impacted by an event (CMHS, 1994). This can help workers balance home and job responsibilities.
- ◆ Reduce noise as much as possible by providing earplugs, noise mufflers, or telephone headsets (CMHS, 1994).
- ◆ Mitigate the effects of extreme temperatures through the use of protective clothing, proper hydration, and frequent breaks.
- ◆ Ensure that lighting is sufficient, adjustable, and in good working order.
- ◆ Lessen the impact of odors and tastes, and protect workers' breathing by supplying facemasks and respirators (McCarroll et al., 1993).
- ◆ Provide security for staff at facilities or sites in dangerous areas, including escorts for workers going to and from their vehicles (CMHS, 1994).
- ◆ Provide mobile phones for workers in dangerous environments. Ensure that staff know who to call when problems arise (CMHS, 1994).

After the Crisis

The ending of the disaster assignment, whether it involved immediate response or long-term recovery work, can be a period of mixed emotions for workers. While there may be some relief that the disaster operation is ending, there is often a sense of loss and "letdown," with some difficulty making the transition back into family life and the regular job. Following are some action steps that can help ease the disengagement and transition process for workers (CMHS, 1994).

Minimizing Stress for Workers After the Crisis

- ◆ Allow time off for workers who have experienced personal trauma or loss. Transition these individuals back into the organization by initially assigning them to less demanding jobs (CMHS, 1994).
- ◆ Develop protocols to provide workers with stigma-free counseling so that workers can address the emotional aspects of their experience (CMHS, 1994).
- ◆ Institute exit interviews and/or seminars to help workers put their experiences in perspective (Bradford & John, 1991) and to validate what they have seen, done, thought, and felt.
- ◆ Provide educational inservices or workshops around stress management and self-care.
- ◆ Offer group self-care activities and acknowledgments.

III. Promoting a Positive Workplace Environment

A proactive stress management plan focuses both on the environment and the individual. A clear organizational structure with defined roles and responsibilities for line-staff responders, leads, supervisors, and managers reduces the potential for staff stress (Quick, Quick, Nelson, & Hurrell, 1997). An effective manager is familiar with the many facets of worker stress and takes a wide range of steps to integrate stress management strategies in the workplace.

As a supervisor or manager you must assume shared responsibility for promoting a positive and healthy work environment, and not rely exclusively on workers initiating their own self-care practices. You should address the following dimensions when designing a stress management plan that prioritizes environmental and organizational health:

- ✓ Effective management structure and leadership;
- ✓ Clear purpose, goals, and training;
- ✓ Functionally defined roles;
- ✓ Administrative controls;
- ✓ Team support; and
- ✓ Plan for stress management.

Managers today face the multiple challenges of bringing energy and passion, promoting a positive attitude, and creating an environment in which people feel connected to their work and their colleagues (Lundin, Paul, & Christensen, 2000). Managers can boost employees' perception of strong management support through feedback, open communication, and high visibility—that is, through a dynamic and supportive leadership style, one

which engages with others in such a way as to raise one another to high levels of motivation (Peters & Waterman, 1982).

Following are some principles of leadership that you can apply in the ordinary course of your daily life: Meet challenges head on; be curious and daring; create a culture where failure and error are looked upon as steps toward success; demonstrate personal courage to galvanize a team or organization that lacks resolve; and when life or business deals a bad hand, have faith. The most inspiring opportunities for courage come when you face the longest odds (Sandys, 2003).



Minimizing Stress in the Workplace

- ◆ Set the tone by relating to workers with respect and valuing their contributions.
- ◆ Hold regular staff meetings to plan, problem solve, recognize accomplishments, and promote staff cohesiveness (CMHS, 2000).
- ◆ Clearly communicate the rationale behind procedural or supervisory changes and performance expectations (CMHS, 2000).
- ◆ Create a formal employee suggestion system (CMHS, 2000) and encourage staff to contribute.
- ◆ Resolve conflicts early and quickly (Figley, 1995).
- ◆ Prepare workers for concrete tasks they may perform through technical training (McCarroll et al., 1993).
- ◆ Acknowledge that work is often stressful and connect staff to professional help if necessary.
- ◆ Promote an atmosphere where attention to one's emotional state is acceptable and encouraged rather than stigmatized or disregarded.

IV. Self-Care for Crisis Response Professionals

Supervisors, managers, and workers must assume responsibility for their own self-care. Self-awareness involves recognizing and heeding early warning signs of stress reactions. There are many things that you can do to alleviate stress before, during, and after a crisis occurs (see chart on facing page). This chapter outlines some ideas that can be put in place to help you and your family cope with whatever emergencies may occur. Peace of mind and concentration will be enhanced if you are prepared.

Self Monitor for Signs of Stress

Be familiar with the signs of too much stress. Common stress reactions are provided in Chapter I. Usually, the symptoms are normal in every way, and simply suggest a need for corrective action to limit the impact of a stressful situation (Mitchell & Bray, 1990; Selye, 1984). Information is also provided in Chapter I about when stress becomes abnormal and destructive (PTSD).

Whether you are a supervisor or worker, you may not be the best judge of your own stress as you become intensely involved in the disaster work. Therefore, a buddy system, where coworkers agree to keep an eye on each other's stress reactions, can be important.

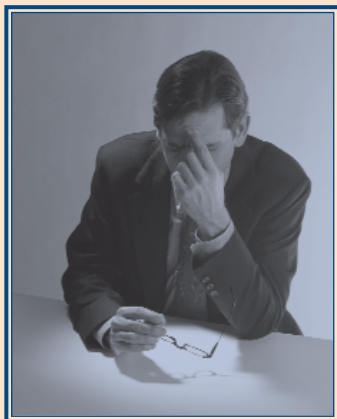
Before the Crisis

Your entire family should be involved in developing and maintaining a family emergency preparedness plan. Excellent materials on home emergency preparedness are available from the U.S. DHS, FEMA, local chapters of the American Red Cross, and local Offices of Emergency Services.

For more information on personal preparedness, go to www.ready.gov.

Minimizing Your Stress Before the Crisis

- ◆ Post a weekly schedule at home so that family members can be located in an emergency.
- ◆ Develop a home safety and evacuation plan, and review and practice it regularly.
- ◆ Create child care and pet care plans.
- ◆ Design a plan for how family members will contact each other during a crisis.
- ◆ Familiarize yourself with the disaster plans in your children's schools and in each family member's workplace.
- ◆ Gather and store emergency supplies including food, water, first aid kits, battery-operated radio, flashlights, and extra batteries.
- ◆ Prepare an emergency bag in advance in case you are deployed.
- ◆ Take advantage of any pre-disaster training and orientation that your organization provides, including cultural sensitivity awareness.



During the Crisis

It's normal to experience stress during a disaster operation, but remember that stress can be identified and managed (Aid Workers Network, 2003). You are the most important player in controlling your own stress. There are many steps you can take to help minimize stress during a crisis.

Minimizing Your Stress During the Crisis

- ◆ Adhere to established safety policies and procedures.
- ◆ Encourage and support coworkers.
- ◆ Recognize that “not having enough to do” or “waiting” are expected parts of disaster mental health response.
- ◆ Take regular breaks whenever you experience troubling incidents and after each work shift. Use time off to “decompress.”
- ◆ Practice relaxation techniques such as deep breathing, meditation, and gentle stretching.
- ◆ Eat regular, nutritious meals and get enough sleep.
- ◆ Avoid alcohol, tobacco, drugs, and excessive caffeine.
- ◆ Stay in contact with your family and friends.
- ◆ Pace self between low and high-stress activities.

After the Crisis

You may finish a disaster response project in a state of physical and emotional fatigue, and you may feel some ambivalence about giving up your disaster role. Be aware that you may experience some “letdown” when the disaster operation is over (CMHS, 1994). It is important to give yourself time to stop and reflect on the experience and how it changed you. Following are some action steps that may be helpful to get closure in the weeks after the crisis.

Minimizing Your Stress After the Crisis

- ◆ Consider participating in organized debriefing or critique.
- ◆ Reconnect with your family.
- ◆ Have a physical checkup.
- ◆ Continue normal leisure activities. Stay involved with your hobbies and interests.
- ◆ Consider stress management techniques such as meditation, acupuncture, and massage therapy.
- ◆ Draw upon your spirituality and personal beliefs. Take advantage of faith-based counselors and workplace counseling units.
- ◆ Avoid using alcohol, tobacco, or drugs to cope with stress. Seek professional substance abuse treatment if necessary.
- ◆ Use Employee Assistance Programs if you need to.

In Summary

Stress management is key to emergency management. Successful stress management is built on prevention and planning, a solid understanding of roles and responsibilities, support for colleagues, good self-care, and seeking help when needed.

Crisis response professionals may be repeatedly exposed to unique stressors during the course of their work. Successful implementation of any stress management plan requires overcoming some obstacles and barriers, including priority setting, resource allocation, organizational culture, and stigma.

Taking action to prevent and reduce stress is a critical element of effective emergency management and supports those in crisis response professions in their collective healing and recovery.

Individual Approaches for Stress Prevention and Management

Management of Workload

- ◆ Set task priority levels with realistic work plans
- ◆ Recognize that “not having enough to do” or “waiting” is an expected part of disaster mental health response

Balanced Lifestyle

- ◆ Eat nutritious food and staying hydrated, avoiding excessive caffeine, alcohol, and tobacco
- ◆ Get adequate sleep and rest, especially on longer assignments
- ◆ Get physical exercise
- ◆ Maintain contact and connection with primary social supports

Stress Reduction Strategies

- ◆ Reduce physical tension by using familiar personal strategies (e.g., take deep breaths, gentle stretching, meditation, wash face and hands, progressive relaxation)
- ◆ Pace self between low and high-stress activities
- ◆ Use time off to “decompress” and “recharge batteries” (e.g., get a good meal, watch TV, exercise, read a novel, listen to music, take a bath, talk to family)
- ◆ Talk about emotions and reactions with coworkers during appropriate times

Self-Awareness

- ◆ Recognize and heed early warning signs for stress reactions
- ◆ Accept that one may not be able to self-assess problematic stress reactions
- ◆ Recognize that over-identification with or feeling overwhelmed by victims’ and families’ grief and trauma may signal a need for support and consultation
- ◆ Understand the differences between professional helping relationships and friendships to help maintain appropriate roles and boundaries
- ◆ Examine personal prejudices and cultural stereotypes
- ◆ Recognize when one’s own experience with trauma or one’s personal history interfere with effectiveness
- ◆ Be aware of personal vulnerabilities and emotional reactions and the importance of team and supervisor support

(CMHS, 2004)

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VI. Selected SAMHSA Resources

Mental Health Services Locator

This locator provides comprehensive information about mental health services and resources and is useful for professionals, consumers, and their families.

The mental health locator may be accessed through the Internet at:

<http://www.mentalhealth.samhsa.gov/databases/>

Phone:

1-800-789-2647 (toll-free)

Monday-Friday, 8:30 a.m. to 5 p.m. EST

Telecommunications Device for the Deaf (TDD):

1-866-889-2647

Substance Abuse Treatment Facility Locator

This searchable directory of drug and alcohol treatment programs shows the location of facilities around the country that treat alcoholism, alcohol abuse, and drug abuse problems.

The substance abuse locator may be accessed through the Internet at:

<http://findtreatment.samhsa.gov/>

Phone:

1-800-662-HELP (4357) (toll-free)

1-800-622-9832 (Español)

TDD:

1-800-228-0427

VII. Internet Sites

American Red Cross

<http://www.redcross.org>

Centers for Disease Control and Prevention

<http://www.cdc.gov>

Federal Emergency Management Agency

<http://www.fema.gov>

Health Resources and Services Administration

<http://www.hrsa.gov>

National Association of State Alcohol and Drug Abuse Directors

<http://www.nasadad.org>

National Association of State Mental Health Program Directors

<http://www.nasmhpd.org>

National Center for Post-Traumatic Stress Disorder

<http://www.ncptsd.org>

National Institute of Mental Health

<http://www.nimh.nih.gov>

Substance Abuse and Mental Health Services Administration

<http://www.samhsa.gov>

Substance Abuse and Mental Health Services Administration Disaster Technical Assistance Center

<http://www.mentalhealth.samhsa.gov/dtac>

U.S. Department of Homeland Security

<http://www.dhs.gov>

<http://www.ready.gov>



10 Tips for Effective Stress Management

1. Familiarize yourself with signs of stress.
2. Get enough rest, exercise regularly, and maintain a healthy diet.
3. Have a life outside of your job.
4. Avoid tobacco, alcohol, drugs, and excessive caffeine.
5. Draw strength from faith, friends, and family.
6. Maintain your sense of humor.
7. Have a personal preparedness plan.
8. Participate in training offered at your workplace.
9. Get a regular physical checkup.
10. Ask for help if you need it.

Post-Disaster Field Safety

A Guide for Emergency Recovery Personnel



INTRODUCTION

After a natural or man-made disaster, emergency recovery personnel enter unstable and potentially hazardous areas in order to assist survivors in rebuilding their lives. Damage and debris assessments may be completed before emergency workers even allow the residents to return. Flood waters may not recede before Community Response teams deploy. Disaster Recovery Centers are meant to be established near the worst impacted areas. Disaster sites, by their very nature, pose a multitude of health and safety risks to recovery personnel.

This document gives guidance to emergency recovery managers and personnel in order to assess some of the hazards that are most likely to occur during operations. In addressing the most common hazards, overall preventative measures, such as protective equipment and hazard-specific prevention, will be discussed. Despite preventative measures, personnel must also recognize that some events and accidents are unavoidable. Therefore, this guide also includes reactive measures that should be taken when such events do occur, such as first aid, suggested response, and important emergency contacts.

Remember...BE PREPARED, BE AWARE & BE SAFE.

GENERAL SAFETY AFTER AN EVENT

Tips

1. Ask if there are safety considerations at the damage pre-briefing.
2. Be aware of your surroundings at all times—BEFORE ENTERING ANY LOCATION: LOOK UP, LOOK DOWN, LOOK ALL AROUND for any potential hazards.
3. If a situation appears dangerous, leave.
4. Use good judgment. Remember that emergency personnel may be delayed in assisting you and your team if you are hurt.
5. When in doubt, call the coordinator or appropriate emergency personnel.

General Safety

Even seasoned emergency responders have to be focused at all times in order to avoid serious injury in a disaster environment. It is wise to be overly cautious. Here are some general safety pointers to follow.

- Walk or drive cautiously. Debris-filled streets are dangerous. Snakes and rodents may be a hazard. Washouts may weaken road and bridge structures could collapse under vehicle weight.
- Before entering a building, check for structural damage. Make sure it's not in danger of collapsing. Turn off any outside gas lines and let the house air for several minutes to remove escaping gas.
- When entering a building, don't use open flame as a light source. Use a battery-operated flashlight.
- As you complete field operations, take note of any children in the area. Be sure children are safe and being cared for at all times. Never leave a young child alone or allow them to play in damaged buildings or areas that might be unsafe.
- Treat and clean all minor wounds quickly to avoid infection.
- Wear protective clothing on legs, arms, feet and hands while cleaning up debris.
- Pace yourself, you may be on-scene for long hours with no days off. Drink lots of water and take frequent breaks when possible.

PERSONAL PROTECTIVE EQUIPMENT

Disaster environments pose an array of physical, chemical and biological hazards. Collapsed structures produce loose building materials and if on-site chemical storage is likely, the collapse may liberate chemical materials as well. Physical hazards from electrical lines, sharp objects, falling objects and uneven or unsteady work surfaces may be prevalent. Biological hazards from exposure to contaminated flood waters may also exist. An inhospitable environment, such as disaster sites, requires heightened focus on personal protective equipment.¹ Sneakers and Bermuda shorts might be most comfortable for extended days on your feet, but they will not protect you most thoroughly against hazardous elements.

Personal protective equipment varies from site to site and disaster to disaster, depending on the potential for exposure. For instance, if you are likely to be exposed to a great deal of dust in the air, a mask or respirator may be warranted. However, if no such exposure exists then this protective equipment may become a hazard itself, adding breathing constriction in what are most likely already warm conditions. Below you will find a list of standard equipment that all recovery personnel should utilize in the field, after which some specialized equipment is listed based upon disaster conditions. While some protective equipment may seem like common sense, it is uncommonly worth noting due to its importance in the field.

Standard Personal Protective Equipment

Lightweight cotton shirts, light in color whenever possible

- Helps to prevent dehydration, heat stress and exhaustion

Jeans or long pants of a sturdy material

- Protects from scrapes, insects and sun exposure
- Best practice is to tuck the pant legs into boots. This protects from ticks, spiders and, to some extent, snakes.

¹ Willis, Castle, Sloss & Bartis. *Protecting Emergency Responders, Vol.4: Personal Protective Equipment Guidelines for Structural Collapse Events*. Rand Corporation. Santa Monica:2006.
http://www.rand.org/pubs/monographs/2006/RAND_MG425.pdf

Over-the ankle boots, preferably waterproof

- Protects ankle joint in a fall.
- Waterproof boots may prevent abrasions from waterlogged shoes, foot fungus and foot exposure to unhygienic conditions.

Hat

- Provides mobile shade.
- Wide brim hats are best because they protect neck, ears, eyes, forehead, nose, and scalp.

Sunscreen

- Use highest SPF available. Re-apply every 2-3 hours.

Bugspray, containing 20-30% DEET

- DEET effectively protects from mosquitoes and ticks for 4-5 hours.
- Do not use on infants. Do not use sunscreen with DEET since sunscreen will need to be applied more frequently and could increase the potential for toxic effects of DEET. Wash treated skin and clothes with soap and water after use.²

Hand sanitizer, containing at least 60% alcohol concentration

- Kills most harmful bacteria and viruses as long as hands aren't visibly soiled (doesn't cut through dirt well).³
- Doesn't replace washing hands with soap and water.

Drinking water

- Prevents heat stress & exhaustion.
- Drink small amounts of cool water frequently, one cup every 20 minutes.⁴

Cell phone

- Ensures communication in case of emergency in the field or to notify of impending danger from outside the field.

² *Arboviruses: Safe Use of DEET Insect Repellent*. Occupational and Environmental Epidemiology Branch. August 7, 2003. <http://www.epi.state.nc.us/epi/arbovirus/deet.html>

³ Franklin, Deobrah. "Hand Sanitizers, Good or Bad?" New York Times, March 21, 2006. <http://www.nytimes.com/2006/03/21/health/21cons.html>

⁴ "OSHA Fact Sheet: Protecting Workers from Effects of Heat." Occupational Safety and Health Administration, U.S. Department of Labor. 9/2005. http://www.osha.gov/OshDoc/data_Hurricane_Facts/heat_stress.pdf

Some Specialized Equipment

Respirator if smoke, dust or fumes are prevalent

Gloves if job duty involves lifting or moving things in disaster site

Ear plugs if disaster area has significant noise pollution

Waterproof clothing if floodwater must be entered or if rain is consistently likely

Helmet, eye and face protection if loose or falling matter in the work area

While the diversity in potential hazards creates challenges for protecting recovery personnel, even the standard personal protective equipment goes a long way toward ensuring field safety. However, it should also be noted that no amount of safety gear can outweigh the importance of aware, focused, safety-conscious personnel.

COMMON HAZARDS

Protecting recovery personnel begins with an understanding of the hazards that hinder field operations and put responders at risk. The next few sections will address some specific and common hazards. These hazards are placed in the order of likeliness of occurrence and are discussed in terms of identification, prevention and suggested response. The Quick Reference Guide below summarizes these hazards and provides prevention and first aid tips. However, in all cases, first aid is not a cure. It is best to take care to prevent injuries through awareness and timely response whenever possible.

Quick Reference Guide

HAZARD	SIGNS	PREVENTION	SUGGESTED RESPONSE
Heat Stress & Exposure	Headaches, dizziness, vomiting Dry, hot skin, confusion, seizures, loss of consciousness	Block out sun, rest regularly, drink lots of water (at least 1 cup every 20 minutes), avoid alcohol and caffeine	Move to cool, shaded area, loosen or remove heavy clothing, provide cool drinking water, fan and mist the person with water, call 911.
Insects: Ticks	Body aches, fever, headaches, fatigue, rash, stiff neck, facial paralysis	Repellent with DEET, long pants, avoid sites with woods, bushes, tall grass	Remove ticks with fine-tipped tweezers—grasp tick firmly as close to skin as possible, clean area with soap and water

Insects: Bees, Wasps, Hornets	Severe pain at sting site	Avoid perfumed soaps, shampoos and deodorants. Bathe daily. If one attacking, do not run. If many, run indoors or jump in water.	Ensure no allergic reaction, wash site with soap and water. Remove stinger using gauze wiped over area or by scraping fingernail over area (no tweezers). Apply ice.
Insects: Fire Ants	Burning sensation, red bumps may form white fluid-filled pustules	Wear long pants, socks tucked in. Avoid ant mounds. May also be found on trees or in water.	Antihistamines may help. Seek medical attention if sting causes chest pain, nausea, severe sweating, loss of breath, severe sweating or slurred speech
Arachnids: Spiders	Itching or rash, pain radiating from bite, muscle pain, reddish to purplish color or blister.	Long pants, avoid stacked or undisturbed piles of materials and tall grass.	Identify type of spider if possible, wash bite area with soap and water, apply ice, elevate bite area if possible, seek medical attention.
Arachnids: Scorpions	Stinging or burning sensation-very little swelling. Extreme pain when sting is tapped. Restlessness, convulsions, thick tongue sensation.	Long pants. May hide under rocks and wood on ground.	Apply ice to sting site, do not take sedatives. If possible, capture scorpion. Contact poison control for advice.
Snakes	Puncture marks at wound. Redness and swelling. Severe pain at site of the bite. Nausea and vomiting, labored breathing, numbness or tingling around face or limbs.	Stay away from tall grass, rocks and piles of leaves when possible. Wear boots and long pants.	Remember color and shape of snake. Keep still and calm. Seek medical attention immediately. Lay or sit down with bite below heart. Wash the bite with soap and water and cover with clean, dry dressing. DO NOT attempt to catch snake, apply tourniquet, slash wound, suck out venom or apply ice.
Poisonous Plants	Red rash within days. Possible bumps, patches, streaking or weeping blister. Swelling, itching.	Wear long pants, boots. Identify plants using "Leaves of 3, let it be." for poison ivy and poison oak, not poison sumac.	Rinse skin with rubbing alcohol or degreasing soap. Do not scratch. Take antihistamines and apply wet compresses, calamine lotion or hydrocortisone cream to reduce itching.

Aggressive Animals	Growling, snarling, snapping, hissing, tail high and stiff, hair on back standing up	Remain still. Avoid direct eye contact. Allow space for animal to escape. Put something between you and dog (trash can lid)	If you fall, protect your head; curl into a ball with your hands over your ears and remain motionless. Wash wounds immediately with soap.
Flood Water Contact	Bacterial infection: stomach ache, fever, vomiting, diarrhea	Wear boots and rain gear. Protect from cuts and scrapes. Wash hands often.	Use soap and water to clean exposed areas. See doctor if ill.
Severe Weather	Sudden reversal of wind direction, rise in wind speed, sharp drop in temperature, heavy rain, hail and lightning.	Watch for onset conditions and retreat to safety before the weather arrives.	Take shelter in building or car if possible. When no shelter—avoid high objects, sit or lie down, avoid grouping. Drop to ground if electrical charge is felt
Downed Power Lines	Downed power line, downed conductor.	Assume electrical lines are energized. Do not drive over downed power lines. Look for downed conductors as they may energize other objects--fences, water pipes, bushes, trees, etc.	If vehicle electrified, do not get out unless car is on fire. If on fire, attempt to jump completely clear (not touching vehicle and ground at same time). Land with both feet together and bunny hop to safety.
Traumatic Stress	Chest pain, difficulty breathing, shock, fatigue, dizziness, memory loss, behavior shifts.	Pace yourself, monitor each other, take frequent rest breaks and maintain adequate nutrition.	Demobilize. Talk about experience when ready. Avoid drugs and alcohol.
Eye Trauma		Wear safety glasses if needed.	Speck in eye: do not rub, flush eye with eye wash, see doctor if does not wash out or pain continues Cuts, punctures, objects: do not wash out, do not try to remove object, stabilize eye without pressure (use paper cup) Chemical burn: flush with drinkable water for 15+ minutes

Heat Stress

During emergency recovery operations, workers may be required to work in hot environments, and sometimes for extended periods. Heat stress is a common problem encountered in these types of situations.⁵ Heat stress can result in heat stroke, heat exhaustion, heat cramps, or heat rashes. Heat can also increase the risk of injuries in workers as it may result in sweaty palms, fogged-up safety glasses, and dizziness. Workers at greater risk of heat stress include those who are 65 years of age or older, are overweight, have heart disease or high blood pressure, or take medications that may be affected by extreme heat.⁶ In order to prevent, identify and respond to the various types of heat stress it is useful to describe them individually by symptoms and first aid.

Heat Stroke

Heat stroke is the most serious heat-related disorder. It occurs when the body becomes unable to control its temperature: the body's temperature rises rapidly, the sweating mechanism fails, and the body is unable to cool down. When heat stroke occurs, the body temperature can rise to 106 degrees Fahrenheit or higher within 10 to 15 minutes. Heat stroke can cause death or permanent disability if emergency treatment is not given.

Symptoms of heat stroke include:

- Hot, dry skin (no sweating)
- Hallucinations
- Chills
- Throbbing headache
- High body temperature
- Confusion/dizziness
- Slurred speech

⁵ "Safety & Health Topics in Emergency Preparedness and Response: Heat Stress." Occupational Safety and Health Administration. 23 February 2005. <http://www.osha.gov/SLTC/emergencypreparedness/guides/heat.html>

⁶ "NIOSH Safety and Health Topic: Heat Stress." National Institute for Occupational Safety and Health. 22 October 2008. <http://www.cdc.gov/niosh/topics/heatstress/>

First Aid—Take the following steps to treat a worker with heat stroke:

- Call 911 and notify their supervisor.
- Move the sick worker to a cool shaded area.
- Cool the worker using methods such as:
 - Soaking their clothes with water.
 - Spraying, sponging, or showering them with water.
 - Fanning their body.

Heat Exhaustion

Heat exhaustion is the body's response to an excessive loss of the water and salt, usually through excessive sweating. Workers most prone to heat exhaustion are those that are elderly, have high blood pressure, and those working in a hot environment.

Symptoms of heat exhaustion include:

- Heavy sweating
- Extreme weakness or fatigue
- Dizziness, confusion
- Nausea
- Clammy, moist skin
- Pale or flushed complexion
- Muscle cramps
- Slightly elevated body temperature
- Fast and shallow breathing

First Aid –Treat a worker suffering from heat exhaustion with the following:

- Have them rest in a cool, shaded or air-conditioned area.
- Have them drink plenty of water or other cool, nonalcoholic beverages.
- Have them take a cool shower, bath, or sponge bath.

Heat Syncope

Heat syncope is a fainting (syncope) episode or dizziness that usually occurs with prolonged standing or sudden rising from a sitting or lying position. Factors that may contribute to heat syncope include dehydration and lack of acclimatization.

Symptoms of heat syncope include:

- Light-headedness
- Dizziness
- Fainting

First Aid –Workers with heat syncope should:

- Sit or lie down in a cool place when they begin to feel symptoms.
- Slowly drink water, clear juice, or a sports beverage.

Heat Cramps

Heat cramps usually affect workers who sweat a lot during strenuous activity. This sweating depletes the body's salt and moisture levels. Low salt levels in muscles causes painful cramps. Heat cramps may also be a symptom of heat exhaustion. Muscle pain or spasms usually in the abdomen, arms, or legs.

First Aid –Workers with heat cramps should:

- Stop all activity, and sit in a cool place.
- Drink clear juice or a sports beverage.
- Do not return to strenuous work for a few hours after the cramps subside because further exertion may lead to heat exhaustion or heat stroke.
- Seek medical attention if any of the following apply:
 - The worker has heart problems.
 - The worker is on a low-sodium diet.
 - The cramps do not subside within one hour.

Heat Rash

Heat rash is a skin irritation caused by excessive sweating during hot, humid weather.

Symptoms of heat rash include:

- Heat rash looks like a red cluster of pimples or small blisters.
- It is more likely to occur on the neck and upper chest, in the groin, under the breasts, and in elbow creases.

First Aid –Workers experiencing heat rash should:

- Try to work in a cooler, less humid environment when possible.
- Keep the affected area dry.
- Dusting powder may be used to increase comfort.

Heat Stress Prevention

Workers should avoid exposure to extreme heat, the sun, and high humidity when possible.

When these exposures cannot be avoided, workers should take the following steps to prevent heat stress:

- Wear light-colored, loose-fitting, breathable clothing such as cotton.
 - Avoid non-breathing synthetic clothing.
- Gradually build up to heavy work.
- Schedule heavy work during the coolest parts of day.
- Take more breaks in extreme heat and humidity.
 - Take breaks in the shade or a cool area when possible.
- Drink water frequently. Drink enough water that you never become thirsty.
- Avoid drinks with caffeine, alcohol, and large amounts of sugar.
- Be aware that protective clothing or personal protective equipment may increase the risk of heat stress.
- Monitor your physical condition and that of your coworkers.

Food & Water Safety

Water

After a major storm you must assume that all water sources are contaminated until proven safe. Purify all water used for drinking, cooking and for washing eating and cooking utensils. Also purify the water used for washing hands, body and kitchen and bathroom surfaces.

Do not use water that has a dark color, an odor, or contains floating material. To disinfect water, use ONE of the following methods:

1. Boil at a rolling boil for 10 minutes.
2. Add eight drops of liquid chlorine bleach (such as Clorox) per gallon of water (about 1/8 tsp – this would make a puddle the size of a dime). Make sure the bleach has no active ingredient other than 4 percent to 6 percent sodium hypochlorite. Mix the bleach and water thoroughly. Let it stand for 30 minutes. The water should still have a slight chlorine odor. If it does not, add another dose of chlorine and let stand for another 15 minutes.

Percent Chlorine	Drops per gallon of water
1%	40
4-6%	8
7-10%	4

3. Add 20 drops of 2 percent iodine per gallon of clear water or 40 drops per gallon of cloudy water.
4. Add water purification tablets according to directions on the package. These tablets can be bought at most drug and sporting goods stores.

Household bleach is acceptable, as long as it is a pure bleach product, without additives such as soap, detergent or perfumes. The amount of bleach required depends on the strength of the product and the amount of water.

Household iodine, such as used for first-aid purposes, is also used to purify water. Use iodine that is 2% USP (United States Pharmacopoeia) strength. The amount for disinfection is 20 drops per gallon for clear water. Let the water stand for 20 to 30 minutes. If the water is cloudy, double the amount of iodine. If the water is cold (below 50 degrees Fahrenheit), wait at least an hour. Iodine can cause the water to have an off-taste.

Stores catering to hikers and campers, or drug stores, usually carry chlorine or iodine in tablet, crystal, or drop form to use for disinfecting water. Follow product directions carefully.

Always use clean or purified water to wash any parts of the body that have come in contact with surfaces contaminated by flood waters.

Water in water pipes and toilet flush tanks (not bowls) is safe to drink if the valve on the main water line was closed before the flood.

Food

Storm-damaged foods may not be safe to eat. If you have a question about the safety of any item, dispose of it. Otherwise, keep the following points in mind:

- Destroy the following foods if they have been covered by flood waters: fresh fruits and vegetables; foods in cardboard or paper cartons; foods in bags, such as rice and flour; foods, liquids or beverages in crown-capped bottles or containers with pull-tops, corks or screw caps. This includes canned foods in glass jars, whether you bought them or canned them yourself.
- Destroy all foods that were covered by water which may have been contaminated with industrial waste. This includes those foods sealed in unopened cans.
- Foods in sealed cans not fouled by industrial waste may be safe to eat if the cans don't have bulges or leaks, but you must first disinfect the cans before you open them.

- To disinfect cans, remove labels and wash the containers with soap or detergent. Rinse in a chlorine bleach solution using two tablespoons of household laundry bleach to each gallon of water. Rinse containers in clean water, dry and re-label them. The cans can also be sterilized by covering with water and boiling for at least 10 minutes.

Driving Safety

Traffic crashes are the leading cause of on-the-job fatalities in America.⁷ Natural and man-made disasters make driving conditions even more hazardous due to debris and rain-slick roadways. Remember, the State Emergency Response Team's most important asset is its people. Following these work-related safe driving practices, may not allows you to save others, it may save your own life.

Stay Safe

- Use a seat belt at all times – driver and passenger(s).
- Be well-rested before driving.
- Avoid taking medications that make you drowsy.
- Set a realistic goal for the number of miles that you can drive safely each day.
- If you are impaired by alcohol or any drug, do not drive.

Stay Focused

- Driving requires your full attention. Avoid distractions, such as adjusting the radio or other controls, eating or drinking, and talking on the phone.
- Look behind you when backing up.
- Continually search the roadway to be alert to situations requiring quick action.
- Stop about every two hours for a break. Get out of the vehicle to stretch, take a walk, and get refreshed.

⁷ Pegula, Paul S., Fatal Occupational Injuries to Government Workers, 1992-2001, U.S. Department of Labor, Bureau of Labor Statistics, 2004.

Avoid Aggressive Driving

- Keep your cool in traffic!
- Be patient and courteous to other drivers.
- Do not take other drivers' actions personally.
- Reduce your stress by planning your route ahead of time (bring the maps and directions), allowing plenty of travel time, and avoiding crowded roadways and busy driving times.

For more information on safe driving for work, refer to “Guidelines for Employers to Reduce Motor Vehicle Crashes” at http://www.osha.gov/SLTC/motorvehicle_safety/index.html.⁸

Insects & Arachnids⁹

Stinging or biting insects or scorpions can be hazardous to recovery field workers. Stinging or biting insects include bees, wasps, hornets, and fire ants. The health effects of stinging or biting insects or scorpions range from mild discomfort or pain to a lethal reaction for those workers allergic to the insect's venom. Anaphylactic shock is the body's severe allergic reaction to a bite or sting and requires immediate emergency care. Thousands of people are stung by insects each year, and as many as 90–100 people in the United States die as a result of allergic reactions.

This section gives guidance on how field personnel can prevent and protect themselves from stings and bites, and what they should do if they are stung or bitten.

⁸ *Quick Card: Motor Vehicles Safe Driving Practices for Employees*. Occupational Safety and Health Administration. OSHA 3314-08N-06 http://www.osha.gov/Publications/Safe_Driving_Practices.pdf

⁹ Taken directly from “NIOSH Safety and Health Topic: Insects and Scorpions.” Center for Disease Control: National Institute for Occupational Safety and Health. 22 October 2008. <http://www.cdc.gov/niosh/topics/insects/>

Bees, Wasps, and Hornets



Photos courtesy of Gary Alpert (1) and U.S. Department of Agriculture (2 & 3)

Bees, wasps, and hornets are most abundant in the warmer months. Nests and hives may be found in trees, under roof eaves, or on equipment such as ladders.

Preventing Insect Stings—Workers should take the following steps to prevent insect stings:

- Wear light-colored, smooth-finished clothing.
- Avoid perfumed soaps, shampoos, and deodorants.
 - Don't wear cologne or perfume.
 - Avoid bananas and banana-scented toiletries.
- Wear clean clothing and bathe daily. (Sweat may anger bees.)
- Wear clothing to cover as much of the body as possible.
- Avoid flowering plants when possible.
- Keep work areas clean. Social wasps thrive in places where humans discard food.
- Remain calm and still if a single stinging insect is flying around. (Swatting at an insect may cause it to sting.)
- If you are attacked by several stinging insects at once, run to get away from them. Bees release a chemical when they sting, which may attract other bees.
 - Go indoors or jump into water.
 - A shaded area is better than an open area to get away from the insects.
- If a bee comes inside your vehicle, stop the car slowly, and open all the windows.
- Workers with a history of severe allergic reactions to insect bites or stings should consider carrying an epinephrine auto injector (EpiPen) and should wear a medical identification bracelet or necklace stating their allergy.

First Aid—If a worker is stung by a bee, wasp, or hornet:

- Have someone stay with the worker to be sure that they do not have an allergic reaction.
- Wash the site with soap and water.
- Remove the stinger using gauze wiped over the area or by scraping a fingernail over the area.
 - Never squeeze the stinger or use tweezers.
- Apply ice to reduce swelling.
- Do not scratch the sting as this may increase swelling, itching, and risk of infection.

Fire Ants



Photos courtesy of National Center for Environmental Health (1 & 2) and Harold G. Scott (3)

Imported fire ants first came to the United States around 1930. Now there are five times more ants per acre in the United States than in their native South America. The fire ants that came to the United States escaped their natural enemies and thrived in the southern landscape.

Fire ants bite and sting. They are aggressive when stinging and inject venom, which causes a burning sensation. Red bumps form at the sting, and within a day or two they become white fluid-filled pustules.

Preventing Fire Ant Stings and Bites—Workers should take the following steps to prevent fire ant stings and bites:

- Do not disturb or stand on or near ant mounds.
- Be careful when lifting items (including animal carcasses) off the ground, as they may be covered in ants.

- Fire ants may also be found on trees or in water, so always look over the area before starting to work.

First Aid

Workers with a history of severe allergic reactions to insect bites or stings should consider carrying an epinephrine auto injector (EpiPen) and should wear a medical identification bracelet or necklace stating their allergy.

Workers should take the following steps if they are stung or bitten by fire ants:

- Rub off ants briskly, as they will attach to the skin with their jaws.
- Antihistamines may help.
 - Follow directions on packaging.
 - Drowsiness may occur.
- Take the worker to an emergency medical facility immediately if a sting causes severe chest pain, nausea, severe sweating, loss of breath, serious swelling, or slurred speech.

Mosquitoes¹⁰



Photo courtesy of the Department of Environmental Quality (1) and Contra Costa Mosquito and Vector Control District (2)

Rain and flooding in a hurricane area may lead to an increase in numbers of mosquitoes, which can carry diseases, such as West Nile virus or dengue fever. In most cases, the mosquitoes will be pests but will not carry communicable diseases. Local, state and federal public health authorities will be actively working to control the spread of any mosquito-

¹⁰ “Emergency Preparedness and Response Fact Sheet: Protect Yourself from Animal- and Insect-Related Hazards After a Disaster.” Centers for Disease Control and Prevention. 16 September 2005.

borne diseases. For more information on West Nile virus, see the CDC's West Nile virus Web site.

Prevention—To protect yourself from mosquitoes:

- Use screens on dwellings
- Wear long pants, socks, and long-sleeved shirts
- Use insect repellents that contain DEET or Picaridin. Follow directions on the product label and take care when using DEET on small children.

Scorpions



Photos courtesy of U.S. Fish and Wildlife Service and World Health Organization

Scorpions usually hide during the day and are active at night. They may be hiding under rocks, wood, or anything else lying on the ground. Some species may also burrow into the ground. Most scorpions live in dry, desert areas. However, some species can be found in grasslands, forests, and inside caves.

Symptoms of a scorpion sting may include:

- A stinging or burning sensation at the injection site (very little swelling or inflammation)
- Positive "tap test" (i.e., extreme pain when the sting site is tapped with a finger)
- Restlessness
- Convulsions
- Roving eyes
- Staggering gait

- Thick tongue sensation
- Slurred speech
- Drooling
- Muscle twitches
- Abdominal pain and cramps
- Respiratory depression

These symptoms usually subside within 48 hours, although stings from a bark scorpion can be life-threatening.

Preventing Scorpion Stings—Workers should take the following steps to prevent scorpion stings:

- Wear long sleeves and pants.
- Wear leather gloves.
- Shake out clothing or shoes before putting them on.
- Workers with a history of severe allergic reactions to insect bites or stings should consider carrying an epinephrine auto injector (EpiPen) and should wear a medical identification bracelet or necklace stating their allergy.

First Aid—Workers should take the following steps if they are stung by a scorpion:

- Contact a qualified health care provider or poison control center for advice and medical instructions.
- Ice may be applied directly to the sting site (never submerge the affected limb in ice water).
- Remain relaxed and calm.
- Do not take any sedatives.
- Capture the scorpion for identification if it is possible to do so safely.

Venomous Spiders¹¹



Photos courtesy of University of Missouri (black widow), Ohio State University (brown recluse), and Washington State University (hobo spider)

Venomous spiders found in the United States include the Black Widow, Brown Recluse, and Hobo spiders. Spiders are usually not aggressive and most bites occur because a spider is trapped or unintentionally contacted.

Black Widows



Photos courtesy of Ohio State University and University of Missouri

Black Widow spiders are found throughout North America, but are most common in the southern and western areas of the United States. They are identified by the pattern of red coloration on the underside of their abdomen. They are usually found in workplaces containing undisturbed areas such as woodpiles, under eaves, fences, and other areas where debris has accumulated. They may also be found living in outdoor toilets where flies are plentiful.

¹¹ Taken directly from: “NIOSH Safety & health Topic: Venomous Spiders.” The Centers for Disease Control National Institute for Occupational Safety and Health. 22 October 2008. <http://www.cdc.gov/niosh/topics/spiders/>

Black widow spiders build webs between objects, and bites usually occur when humans come into direct contact with these webs. A bite from a black widow can be distinguished from other insect bites by the two puncture marks it makes in the skin. The venom is a neurotoxin that produces pain at the bite area and then spreads to the chest, abdomen, or the entire body.

Brown Recluse Spiders



Photos courtesy of Ohio State University and Texas A&M

The Brown Recluse spider, also known as the violin spider, is most commonly found in the midwestern and southern states of the United States. It is brown in color with a characteristic dark violin-shaped (or fiddle-shaped) marking on its head and has six equal-sized eyes (most spiders have eight eyes). Brown Recluse spiders are usually found in workplaces with secluded, dry, sheltered areas such as underneath structures logs, or in piles of rocks or leaves. If a brown recluse spider wanders indoors, they may be found in dark closets, shoes, or attics.

The Brown Recluse spider cannot bite humans without some form of counter pressure, for example, through unintentional contact that traps the spider against the skin. Bites may cause a stinging sensation with localized pain. A small white blister usually develops at the site of the bite. The venom of a brown recluse can cause a severe lesion by destroying skin tissue (skin necrosis). This skin lesion will require professional medical attention.

Hobo Spiders



Photos courtesy of Washington State University

The hobo spider is found throughout the Pacific Northwest. It is large and brown with a distinct pattern of yellow markings on its abdomen. Unlike many other similar looking spiders, hobo spiders do not have dark bands on their legs. To catch their prey, hobo spiders build funnel webs in holes, cracks, and recesses. They may be found in outdoor workplaces with retaining walls, and in foundations, window wells, and stacks of firewood and bricks. Indoors, they can nest between boxes or other storage items, on window sills, under baseboard heaters or radiators, behind furniture, and in closets. Hobo spiders do not climb like most spiders but are fast runners. These spiders are much more likely to attack if provoked or threatened. The bite of a hobo spider may go unnoticed; however a moderate to severe, slow-healing wound will develop.

Symptoms

Symptoms associated with spider bites can vary from minor to severe. Although extremely rare, death can occur in the most severe cases. Possible symptoms resulting from a spider bite include the following:

- Itching or rash
- Pain radiating from the site of the bite
- Muscle pain or cramping
- Reddish to purplish color or blister
- Increased sweating
- Difficulty breathing

- Headache
- Nausea and vomiting
- Fever
- Chills
- Anxiety or restlessness
- High blood pressure

Prevention—Workers can take the following preventive steps:

- Inspect or shake out any clothing, shoes, towels, or equipment before use.
- Wear protective clothing such as a long-sleeved shirt and long pants, hat, gloves, and boots when handling stacked or undisturbed piles of materials.
- Minimize the empty spaces between stacked materials.
- Remove and reduce debris and rubble from around the outdoor work areas.
- Trim or eliminate tall grasses from around outdoor work areas.
- Store apparel and outdoor equipment in tightly closed plastic bags.
- Keep your tetanus boosters up-to-date (every 10 years). Spider bites can become infected with tetanus spores.

First Aid—Workers should take the following steps if they are bitten by a spider:

- Stay calm. Identify the type of spider if it is possible to do so safely. Identification will aid in medical treatment.
- Wash the bite area with soap and water.
- Apply a cloth dampened with cold water or filled with ice to the bite area to reduce swelling.
- Elevate bite area if possible.
- Do not attempt to remove venom.
- Notify your supervisor.
- Immediately seek professional medical attention.

Venomous Snakes

Venomous snakes found in the United States include rattlesnakes, copperheads, cottonmouths/water moccasins, and coral snakes. Although rare, some workers with a severe allergy to snake venom may be at risk of death if bitten. It has been estimated that 7,000–8,000 people per year receive venomous bites in the United States, and about 5 of those people die. The number of deaths would be much higher if people did not seek medical care.

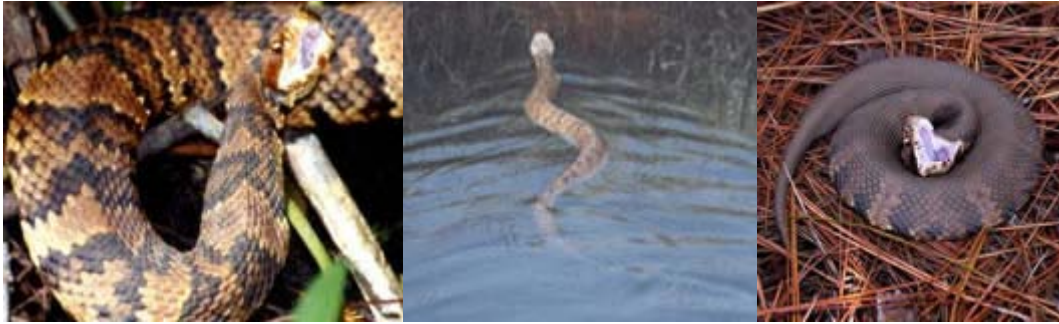
Rattlesnakes



Photos courtesy of U.S. Fish and Wildlife Service (1 & 2) and Edward J. Wozniak (3)

There are many species of rattlesnakes in the United States. Rattlesnakes are the largest of the venomous snakes in the United States. They can accurately strike at up to one-third their body length. Rattlesnakes use their rattles or tails as a warning when they feel threatened. Baby rattlesnakes may actually be more dangerous because they do not have control over how much venom they inject when they bite. Rattlesnakes may be found sunning themselves near logs, boulders, or open areas. These snakes may be found in most work habitats including the mountains, prairies, deserts, and beaches.

Cottonmouths/Water Moccasins



Photos courtesy of U.S. Fish and Wildlife Service (1 & 2) and Edward J. Wozniak (3)

Cottonmouth snakes average 5–55 inches long. The adult snake's skin is dark tan, brown, or nearly black, with vague black or dark brown crossbands. Juveniles have a bold crossbanded pattern of brown or orange with a yellow tail. Cottonmouths are frequently found in or around water. They do not scare easily and will defend themselves when threatened.

Coral Snakes



Photos courtesy of U.S. Fish and Wildlife Service (1) and Edward J. Wozniak (2)

These snakes are often confused with nonvenomous king snakes, which have similar colored bands although in a different arrangement. However, if the red bands are touching the yellow bands, then it is a venomous coral snake. Coral snakes tend to hide in leaf piles or burrow into the ground.

Signs or symptoms associated with a snake bite may vary depending on the type of snake, but may include:

- A pair of puncture marks at the wound
- Redness and swelling around the bite
- Severe pain at the site of the bite

- Nausea and vomiting
- Labored breathing (in extreme cases, breathing may stop altogether)
- Disturbed vision
- Increased salivation and sweating
- Numbness or tingling around your face and/or limbs

Preventing Snake Bites—Workers should take the following steps to prevent a snake bite:

- Do not try to handle any snake.
- Stay away from tall grass and piles of leaves when possible.
- Avoid climbing on rocks or piles of wood where a snake may be hiding.
- Be aware that snakes tend to be active at night and in warm weather.
- Wear boots and long pants when working outdoors.

First Aid—Workers should take the following steps if they are bitten by a snake:

- Try to remember the color and shape of the snake, which can help with treatment of the snake bite.
- Keep still and calm. This can slow down the spread of venom.
- Seek medical attention as soon as possible (dial 911 or call local Emergency Medical Services.)
- Inform your supervisor.
- Apply first aid if you cannot get to the hospital right away.
 - Lay or sit down with the bite below the level of the heart.
 - Wash the bite with soap and water.
 - Cover the bite with a clean, dry dressing.

Do NOT do any of the following:

- Do not pick up the snake or try to trap it.
- Do not apply a tourniquet.
- Do not slash the wound with a knife.
- Do not suck out the venom.
- Do not apply ice or immerse the wound in water.

- Do not drink alcohol as a painkiller.
- Do not drink caffeinated beverages.

Poisonous Plants



Photos courtesy of Edwin P. Ewing, Jr., (poison ivy) and U.S. Department of Agriculture (poison oak and poison sumac)

Many native and exotic plants are poisonous to humans when ingested or if there is skin contact with plant chemicals. However, the most common problems with poisonous plants arise from contact with the sap oil of several ever-present native plants that cause an allergic skin reaction—poison ivy, poison oak, and poison sumac.

Poison ivy, poison oak, and poison sumac release an oil, urushiol, when the leaf or other plant parts are bruised, damaged, or burned. When the oil gets on the skin an allergic reaction, referred to as contact dermatitis, occurs in most exposed people as an itchy red rash with bumps or blisters. When exposed to 50 micrograms of urushiol, an amount that is less than one grain of table salt, 80 to 90 percent of adults will develop a rash. The rash, depending upon where it occurs and how broadly it is spread, may significantly impede or prevent a person from working. Although over-the-counter topical medications may relieve symptoms for most people, immediate medical attention may be required for severe reactions, particularly when exposed to the smoke from burning these poisonous plants. Burning these poisonous plants can be very dangerous because the allergens can be inhaled, causing lung irritation.

Forestry workers and firefighters who battle forest fires are at additional risk because they could potentially develop rashes and lung irritation from contact with damaged or burning poisonous plants.

Plant Identification

The old saying "*Leaves of three, Let it be!*" is a helpful reminder for identifying poison ivy and oak, but not poison sumac which usually has clusters of 7-13 leaves. Even poison ivy and poison oak may have more than three leaves and their form may vary greatly depending upon the exact species encountered, the local environment, and the season. Being able to identify local varieties of these poisonous plants throughout the seasons and differentiating them from common nonpoisonous look-a-likes are the major keys to avoiding exposure.

Poison Ivy



Photos courtesy of U.S. Department of Agriculture

- Eastern poison ivy is typically a hairy, ropelike vine with three shiny green (or red in the fall) leaves budding from one small stem
- Western poison ivy is typically a low shrub with three leaves that does not form a climbing vine
- May have yellow or green flowers and white to green-yellow or amber berries

Poison Oak



Photos courtesy of U.S. Department of Agriculture

- Typically a shrub with leaves of three, similar to poison ivy

- Pacific poison oak may be vine-like
- May have yellow or green flowers and clusters of green-yellow or white berries

Poison Sumac



Photos courtesy of U.S. Department of Agriculture

- Woody shrub that has stems that contain 7-13 leaves arranged in pairs
- May have glossy, pale yellow, or cream-colored berries

Exposure—Workers may become exposed to urushiol through:

- Direct contact with the plant
- Indirect contact, such as touching tools, livestock, or clothing that have urushiol on them
- Inhalation of particles containing urushiol from burning plants

Symptoms

Signs or symptoms associated with dermal contact with poisonous plants may include:

- Red rash within a few days of contact
- Possible bumps, patches, streaking, or weeping blisters (blister fluids are not contagious)
- Swelling
- Itching

Prevention

Workers can prevent contact with poisonous plants by taking these steps:

- Wear long sleeves, long pants, boots, and gloves.

- Wash exposed clothing separately in hot water with detergent.
- Barrier skin creams, such as a lotion containing bentoquatam, may offer some protection before contact.
 - Barrier creams should be washed off and reapplied twice a day.
- After use, clean tools with rubbing alcohol (isopropanol or isopropyl alcohol) or soap and lots of water. Urushiol can remain active on the surface of objects for up to 5 years.
 - Wear disposable gloves during this process.
- Do not burn plants that may be poison ivy, poison oak, or poison sumac.
 - Inhaling smoke from burning plants can cause severe allergic respiratory problems.

Employers should prevent workers from being exposed to burning poisonous plants whenever possible. However, when exposure to burning poisonous plants is unavoidable, employers should provide workers with:

- A NIOSH-certified half-face piece particulate respirator rated R-95, P-95, or better. This recommendation does NOT apply to wildland firefighters. Firefighters may require a higher level of respiratory protection to protect against possible exposure to combustion products.
- These respirators should protect against exposure to burning poisonous plants, but will not protect against all possible combustion products in smoke, such as carbon monoxide.
- Respirators must be worn correctly and consistently throughout the time they are used.
- For respirators to be effective there must be a tight seal between the user's face and the respirator.
- Respirators must be used in the context of a written comprehensive respiratory protection program (see OSHA Respiratory Protection standard 29 CFR 1910.134, or www.osha.gov/SLTC/respiratoryprotection/index.html).

First Aid

Workers who have come in contact with poisonous plants should:

- Immediately rinse skin with rubbing alcohol, specialized poison plant washes, degreasing soap (such as dishwashing soap) or detergent, and lots of water.
 - Rinse frequently so that wash solutions do not dry on the skin and further spread the urushiol.
- Scrub under nails with a brush.
- Apply wet compresses, calamine lotion, or hydrocortisone cream to the skin to reduce itching and blistering.
 - Follow the directions on any creams and lotions. Do not apply to broken skin, such as open blisters.
 - Oatmeal baths may relieve itching.
- An antihistamine such as diphenhydramine (Benadryl) can be taken to help relieve itching.
 - Follow directions on the package.
 - Drowsiness may occur.
 - If children come in contact with work clothing contaminated with urushiol, a pediatrician should be contacted to determine appropriate dosage.
- In severe cases or if the rash is on the face or genitals, seek professional medical attention.
- Call 911 or go to a hospital emergency room if the worker is suffering a severe allergic reaction, such as swelling or difficulty breathing, or has had a severe reaction in the past.

Aggressive Dogs¹²

Only trained disaster personnel experienced in animal behavior should attempt to rescue animals. Before a disaster, develop a list of qualified animal rescuers to act as first responders and keep the list current. Untrained disaster responders/volunteers should contact the designated animal control officer for guidance.

General Guidelines

- Any attempt to capture animals can be potentially dangerous.
- Always use extreme caution when approaching animals.
- Some dogs may bite or show aggression even if not provoked.

Avoiding Animal Bites

- Recognize possible warning signs that an animal is about to attack – tail high and stiff, ears up, hair on back standing up, barking and showing teeth. Even the friendliest dog can bite or attack when in fear and/or in pain.
- If you are threatened by a dog, remain calm. Don't scream. If you say anything, speak calmly and firmly. Remain as still as possible until the dog leaves or back away slowly until the dog is out of sight. Avoid direct eye contact. Don't turn and run.¹³
- Put something between you and the aggressive animal, such as a trash can lid.
- If you fall, protect your head; curl into a ball with your hands over your ears and remain motionless.

If Attacked or Bitten

- If the dog is biting, avoid struggling or attempting to pull away, as this can cause open, torn wounds. If you stay still and protect your ears, face, chest, and throat, the

¹² Taken directly from: "OSHA Quick Card: Rescue of Animals (Dogs) by Disaster Relief Personnel." Occupational Safety and Health Administration. OSHA 3321-8-07.

http://www.osha.gov/Publications/rescuers_of_animals.pdf

¹³ "What you should know about dog bite prevention" pamphlet. American Veterinary Medical Association, May 2006. http://www.avma.org/animal_health/brochures/dog_bite/dog_bite_brochure.asp

dog will only be able to inflict puncture wounds on areas of your body that have thicker skin.¹⁴

- If the dog is biting someone else, do not pull the victim away for the very same reason. Try to force your arm in the dog's mouth. Push your arm in forcefully towards the throat to minimize damage to yourself. If you have time, wrap your arm in a shirt or jacket first.¹⁵
- Use dog repellent if the dog attacks. Do not use repellent to keep the dog at a distance or if there is a danger of spraying others, especially children.
- Wash wounds immediately with soap; seek immediate medical help. Secure and observe offending dog.

Heart Attack Symptoms¹⁶

While some heart attacks are sudden and intense, many start slowly, with mild pain or discomfort. If you or someone you are with begins to have chest discomfort, especially with one or more of the other signs of a heart attack, call 911 immediately.

Symptoms of a heart attack:

- Chest Discomfort: Most attacks involve discomfort in the center of the chest that lasts more than a few minutes or that goes away and comes back. It can feel like uncomfortable pressure, squeezing, fullness or pain.
- Discomfort in other areas of the upper body: Symptoms can include pain or discomfort in one or both arms, the back, neck, jaw or stomach.
- Shortness of breath: May occur before, with or without chest discomforts.
- Other Signs: Breaking out in a cold sweat, nausea or light-headedness.

¹⁴ Donahue, George. "Some Personal Observations on Dealing with Dog Attacks," FightingArts.com. <http://www.fightingarts.com/reading/article.php?id=337>

¹⁵ Ibid.

¹⁶ "911 Basics: Responding to a Heart Attack." St. John Health. 24 March 2008. <http://www.stjohn.org/HealthInfoLib/swArticle.aspx?1,1828>

First Aid:

- If someone you're with shows one or more of these signs, don't ignore them. Call 911 immediately. Don't wait longer than a few minutes to call. Learn the symptoms so you can diagnose and call for assistance quickly.

While waiting for emergency help to arrive:

- Help the victim get into a relaxed sitting position, with the legs up and bent at the knees, to ease strain on the heart.
- Loosen tight clothing around the neck and waist, and be calm and reassuring that medical help is on the way.
- Give the victim an adult aspirin with water if the person is conscious and able to swallow.

Flood Water Contact¹⁷

Flooding can cause the disruption of water purification and sewage disposal systems, overflowing of toxic waste sites, and dislodgement of chemicals previously stored above ground. Although most floods do not cause serious outbreaks of infectious disease or chemical poisonings, they can cause sickness in workers and others who come in contact with contaminated floodwater.

Symptoms:

Floodwater often contains infectious organisms, including intestinal bacteria such as E. coli, Salmonella, and Shigella; Hepatitis A Virus; and agents of typhoid, paratyphoid and tetanus. The signs and symptoms experienced by the victims of waterborne microorganisms are similar, even though they are caused by different pathogens. These symptoms include nausea, vomiting, diarrhea, abdominal cramps, muscle aches, and fever.

Most cases of sickness associated with flood conditions are brought about by ingesting contaminated food or water. Tetanus, however, can be acquired from contaminated soil or water entering broken areas of the skin, such as cuts, abrasions, or puncture wounds.

¹⁷ Taken directly from: "OSHA Fact Sheet: Flood Cleanup." Occupational Safety and Health Administration. 09/2005. <http://www.osha.gov/OshDoc/floodCleanup.html>

Tetanus is an infectious disease that affects the nervous system and causes severe muscle spasms, known as lockjaw. The symptoms may appear weeks after exposure and may begin as a headache, but later develop into difficulty swallowing or opening the jaw.

Floodwaters also may be contaminated by agricultural or industrial chemicals or by hazardous agents present at flooded hazardous waste sites. Flood cleanup crew members who must work near flooded industrial sites also may be exposed to chemically contaminated floodwater. Although different chemicals cause different health effects, the signs and symptoms most frequently associated with chemical poisoning are headaches, skin rashes, dizziness, nausea, excitability, weakness, and fatigue.

Prevention:

After a major flood, it is often difficult to maintain good hygiene during cleanup operations. To avoid waterborne disease, it is important to wash your hands with soap and clean, running water, especially before work breaks, meal breaks, and at the end of the work shift. Workers should assume that any water in flooded or surrounding areas is not safe unless the local or state authorities have specifically declared it to be safe. If no safe water supply is available for washing, use bottled water, water that has been boiled for at least 10 minutes or chemically disinfected water. (To disinfect water, use 5 drops of liquid household bleach to each gallon of water and let it sit for at least 30 minutes for disinfection to be completed.) Water storage containers should be rinsed periodically with a household bleach solution.

If water is suspected of being contaminated with hazardous chemicals, cleanup workers may need to wear special chemical resistant outer clothing and protective goggles. Before entering a contaminated area that has been flooded, you should don plastic or rubber gloves, boots, and other protective clothing needed to avoid contact with floodwater.

Tips to Remember

- Before working in flooded areas, be sure that your tetanus shot is current (given within the last 10 years). Wounds that are associated with a flood should be evaluated for risk; a physician may recommend a tetanus immunization.
- Consider all water unsafe until local authorities announce that the public water supply is safe.
- Do not use contaminated water to wash and prepare food, brush your teeth, wash dishes, or make ice.
- Keep an adequate supply of safe water available for washing and potable water for drinking.
- Be alert for chemically contaminated floodwater at industrial sites.
- Use extreme caution with potential chemical and electric hazards, which have great potential for fires and explosions. Floods have the strength to move and/or bury hazardous waste and chemical containers far from their normal storage places, creating a risk for those who come into contact with them. Any chemical hazards, such as a propane tank, should be handled by the fire department or police.

First Aid:

If a cleanup worker experiences any of the signs or symptoms listed above, appropriate first aid treatment and medical advice should be sought from a medical professional. If the skin is broken, particularly with a puncture wound or a wound that comes into contact with potentially contaminated material, a tetanus vaccination may be needed if it has been five years or more since the individual's last tetanus shot.

Hygiene¹⁸

Preventing or minimizing disease exposure when working in contaminated flood waters is possible by taking various precautions, specifically with proper hand hygiene and the use of protective gloves.

Prevention:

After an emergency, it is often difficult to find running water. Still, it is imperative to wash your hands with soap and clean (or disinfected) water to avoid illness.

Before working in flooded environments, assemble adequate supplies of the following items:

- Clean water, disposable latex or nitrile gloves; hand lotion
- Household bleach; rubbing alcohol (or alcohol-based towelettes)
- Spray bottles

Wash hands with soap and clean (or disinfected) water before preparing or eating food; after toilet use; after participating in decontamination and other cleanup activities; and after handling articles contaminated with floodwater or sewage.

- If clean water is not available, contaminated water can be bleach-disinfected by mixing 1/4 teaspoons of household bleach per 1 gallon of water and let stand for 30 minutes.
- Label containers (e.g., “Bleach-disinfected water -- do not drink”)
- If clean water is available, follow these procedures:
 - Place hands under running water pointed downwards;
 - Rub hands together (with soap if available) and wash all surfaces well, including under fingernails.
 - After rinsing thoroughly, dry hands completely with a clean towel.

¹⁸ Taken directly from: “OSHA Fact Sheet: Hand Hygiene & Protective Gloves in Hurricane-Affected Areas.” Occupational Safety and Health Administration. 09/2005.
http://www.osha.gov/OshDoc/data/Hurricane_Facts/hand_hygiene_and_gloves.pdf

If water is not available, use alcohol-based products made for washing hands.

- Use a solution of 70% (v/v) rubbing (isopropyl) alcohol (~3 quarts rubbing alcohol, and ~1 quart water).
- Using a sprayer, cover all surfaces well, including wrists, palms, backs of hands, fingers and under fingernails. Rub gently and allow to air dry.
- Alcohol-based towelettes or hand rubs significantly reduce the number of germs on skin (The Association for Professionals in Infection Control (APIC) suggests using a towelette to cleanse the hands and then an alcohol gel to thoroughly disinfect).

Glove Safety in Contaminated Flood Waters

It is extremely important to wear protective gloves when working in contaminated flood waters, particularly when handling human or animal remains. Ungloved hands should never make direct contact with body fluids and fecal materials, or flood waters contaminated with fecal material.

When working in contaminated flood waters:

- Wear a combination of gloves (if possible) including an inner cut-resistant glove (nitrile or similar washable material) and an outer nitrile or latex disposable glove (preferably 4 to 8 mil thickness).
- Protect gloved hands from cuts or any puncture wounds caused by sharp objects.
- Should a puncture wound occur, carefully remove the contaminated gloves and wash the affected area with soap and clean (or disinfected) water or an alcohol-based hand cleaner. See a doctor or health department official if the wound is contaminated with feces, soil, or body fluids. Seek immediate medical attention if the wound becomes red, swells, or oozes pus.
- Avoid touching your face with contaminated gloves; hand-to-mouth contact is a major route of contracting disease.
- Remove contaminated gloves after use; discard if gloves become torn or damaged.
- Take extra care when removing contaminated gloves.

- Point the hand downward and peel off the outer glove starting at the wrist, turning them inside out as you proceed. Do the same for any inner gloves worn.
- Be careful to avoid splashes of contaminated body fluids or fecal materials to your face or that of others.
- Avoid contacting any uncontaminated areas of skin.
- Properly discard outer gloves if disposable and disinfect inner washable gloves, if used.
- Wash hands with soap and clean (or disinfected) water, or use an alcohol-based hand cleaner immediately after removing contaminated gloves.

Electrical Safety¹⁹

Electrical hazards can cause burns, shocks and electrocution (death).

Downed Power lines

Overhead and buried power lines are especially hazardous because they carry extremely high voltage. Fatal electrocution is the main risk, but burns and falls are also hazards.

Safety Tips

- Assume that all overhead wires are energized at lethal voltages. Never assume that a wire is safe to touch even if it is down or appears to be insulated.
- Never touch a fallen overhead power line. Call the electric utility company to report fallen electrical lines.
- Stay at least 10 feet (3 meters) away from overhead wires during cleanup and other activities. If working at heights or handling long objects, survey the area before starting work for the presence of overhead wires.
- If an overhead wire falls across your vehicle while you are driving, stay inside the vehicle and continue to drive away from the line. If the engine stalls, do not leave

¹⁹ Taken directly from: “OSHA Quick Card: Electrical Safety.” Occupational Safety and Health Administration. OSHA 3298-09N-05. http://www.osha.gov/OshDoc/data/Hurricane_Facts/electrical_safety.pdf

your vehicle. Warn people not to touch the vehicle or the wire. Call or ask someone to call the local electric utility company and emergency services.

- Never drive over downed power lines. Assume that they are energized. And, even if they are not, downed lines can become entangled in your equipment or vehicle.
- If you must exit any equipment because of fire or other safety reasons, try to jump completely clear, making sure that you do not touch the equipment and the ground at the same time. Land with both feet together and shuffle away in small steps to minimize the path of electric current and avoid electrical shock. Be careful to maintain your balance.²⁰
- Never operate electrical equipment while you are standing in water.
- Never repair electrical cords or equipment unless qualified and authorized.
- Have a qualified electrician inspect electrical equipment that has gotten wet before energizing it.
- If working in damp locations, inspect electric cords and equipment to ensure that they are in good condition and free of defects, and use a ground-fault circuit interrupter (GFCI).
- Always use caution when working near electricity.

Generators²¹

One of the common tools utilized following the loss of power are portable generators. Most generators are gasoline powered and use internal combustion engines to produce electricity. Carbon monoxide is a colorless and odorless gas produced during the operation of gasoline powered generators. When inhaled, the gas reduces your ability to utilize oxygen. Symptoms of carbon monoxide poisoning include headache, nausea and tiredness that can lead to unconsciousness and ultimately prove fatal.

²⁰ “OSHA Fact Sheet: Working Safely Around Downed Electrical Wires.” Occupational Safety and Health Administration. 07/2005. http://www.osha.gov/OshDoc/data_General_Facts/downed_electrical_wires.pdf

²¹ Taken directly from: “OSHA Fact Sheet: Working Safely with Electricity.” Occupational Safety and Health Administration. http://www.osha.gov/OshDoc/data_Hurricane_Facts/elect_safety.pdf

Safety Tips

- DO NOT bring a generator indoors. Be sure it is located outdoors in a location where the exhaust gases cannot enter a home or building. Good ventilation is the key.
- Be sure that the main circuit breaker is OFF and locked out prior to starting any generator. This will prevent inadvertent energization of power lines from back feed electrical energy from generators and help protect utility line workers from possible electrocution.
- Turn off generators and let them cool prior to refueling.

Extension Cords²²

Normal wear on cords can loosen or expose wires. Cords that are not 3-wire type, not designed for hard-usage, or that have been modified, increase your risk of contacting electrical current.

Safety Tips

- Use only equipment that is approved to meet OSHA standards.
- Do not modify cords or use them incorrectly.
- Use factory-assembled cord sets and only extension cords that are 3-wire type.
- Use only cords, connection devices, and fittings that are equipped with strain relief.
- Remove cords from receptacles by pulling on the plugs, not the cords.

Traumatic Incident Stress²³

Emergency workers must respond quickly to natural disasters, such as earthquakes or hurricanes, and to manmade disasters, such as technological failures or terrorist attacks. These workers are at risk of experiencing stress from what psychologists refer to as a *traumatic incident*. A traumatic incident is one that may involve exposure to catastrophic events, severely injured children or adults, dead bodies or body parts, or a loss of colleagues.

²² Ibid.

²³ Taken directly from: "NIOSH Safety and Health Topic: Traumatic Incident Stress." Centers for Disease Control and Prevention: National Institute for Occupational Safety and Health. 06 October 2008.
<http://www.cdc.gov/niosh/topics/traumaticincident/>

NIOSH recommends that all workers involved in response activities help themselves and their coworkers and reduce the risk of experiencing stress associated with a traumatic incident by utilizing simple methods to recognize, monitor and maintain health on-site and following such experiences.

Symptoms:

Workers may experience physical, cognitive, emotional or behavioral symptoms of stress. Some people experience these reactions immediately at the scene, while for others, symptoms may occur weeks or months later.

Physical symptoms

Workers experiencing any of the following symptoms should seek IMMEDIATE medical attention:

- Chest pain
- Difficulty breathing
- Severe pain
- Symptoms of shock (shallow breathing, rapid or weak pulse, nausea, shivering, pale and moist skin, mental confusion, and dilated pupils)

Workers may also experience the following physical symptoms. If these symptoms occur over time or become severe, workers should seek medical attention. Additional physical symptoms include:

- Fatigue
- Nausea/vomiting
- Dizziness
- Profuse sweating
- Thirst
- Headaches
- Visual difficulties
- Clenching of jaw
- Nonspecific aches and pains

Cognitive symptoms

If these symptoms occur on the scene workers may not be able to stay clearly focused to maintain their own safety or to rescue injured victims. Workers may experience momentary cognitive symptoms; however, if symptoms are chronic or interfere with daily activities, workers should seek medical attention. These symptoms include:

- Confusion
- Disorientation
- Heightened or lowered alertness
- Poor concentration
- Poor problem solving
- Difficulty identifying familiar objects or people
- Memory problems
- Nightmares

Emotional symptoms

Strong emotions are ordinary reactions to a traumatic or extraordinary situation. Workers should seek mental health support from a disaster mental health professional if symptoms or distress continue for several weeks or if they interfere with daily activities. Emotional symptoms include:

- Anxiety
- Guilt
- Denial
- Grief
- Fear
- Irritability
- Loss of emotional control
- Depression
- Sense of failure
- Feeling overwhelmed
- Blaming others or self
- Severe panic (rare)

Behavioral symptoms

As a result of a traumatic incident, workers may notice the following behavioral changes in themselves or coworkers:

- Intense anger
- Withdrawal
- Emotional outburst
- Temporary loss or increase of appetite
- Excessive alcohol consumption
- Inability to rest, pacing
- Change in sexual functioning

Recommendations to Monitor and Maintain Health On-Site:

Responders need to take care of their own health to maintain the constant vigilance they need for their own safety. Responders must be able to stay focused on the job in the dynamic, changing emergency environment. Often responders do not recognize the need to take care of themselves and to monitor their own emotional and physical health. This is especially true if recovery efforts stretch into several weeks. The following guidelines contain simple methods for workers and their team leaders to help themselves and their team members. These guidelines should be read while at the site and again after workers return home.

Control the organization and pace of the rescue and recovery efforts

- Pace yourself. Rescue and recovery efforts at the site may continue for days or weeks.
- Watch out for each other. Coworkers may be intently focused on a particular task and may not notice a hazard nearby or behind.
- Be conscious of those around you. Responders who are exhausted, stressed, or even temporarily distracted may place themselves and others at risk.
- Take frequent rest breaks. Rescue and recovery operations take place in extremely dangerous work environments. Mental fatigue, particularly over long shifts, can greatly increase emergency workers' risk of injury.

Maintain adequate nutrition and rest

- Eat and sleep regularly. Maintain as normal a schedule as possible and adhere to the team schedule and rotation.
- Drink plenty of fluids such as water and juices.
- Try to eat a variety of foods and increase your intake of complex carbohydrates (for example, breads and muffins made with whole grains, granola bars).
- Whenever possible, take breaks away from the work area. Eat and drink in the cleanest area available.

Monitor mental/emotional health

- Recognize and accept what you cannot change—the chain of command, organizational structure, waiting, equipment failures, etc.
- Talk to people when YOU feel like it. You decide when you want to discuss your experience. Talking about an event may be relieving it. Choose your own comfort level.
- If your employer provided you with formal mental health support, use it!
- Give yourself permission to feel rotten: You are in a difficult situation.
- Recurring thoughts, dreams, or flashbacks are normal—do not try to fight them. They will decrease over time.
- Communicate with your loved ones at home as frequently as possible.

Recommendations to Maintain Health Following the Incident:

Over time, workers' impressions and understanding of their experience will change. This process is different for everyone. No matter what the event or an individual's reaction to it, workers can follow some basic steps to help themselves adjust to the experience:

- Reach out—people really do care.
- Reconnect with family, spiritual and community supports.
- Consider keeping a journal.
- Do not make any big life decisions.
- Make as many daily decisions as possible to give yourself a feeling of control over your life.

- Spend time with others or alone doing the things you enjoy to refresh and recharge yourself.
- Be aware that you may feel particularly fearful for your family. This is normal and will pass in time.
- Remember that "getting back to normal" takes time. Gradually work back into your routine. Let others carry more weight for a while at home and at work.
- Be aware that recovery is not a straight path but a matter of two steps forward and one back. You will make progress.
- Appreciate a sense of humor in yourself and others. It is okay to laugh again.
- Your family will experience the disaster along with you. You need to support each other. This is a time for patience, understanding, and communication.
- Avoid overuse of drugs or alcohol. You do not need to complicate your situation with a substance abuse problem.
- Get plenty of rest and normal exercise. Eat well-balanced, regular meals.

Eye Safety²⁴

Disaster Recovery workers may find themselves in situations where eye safety becomes central as part of their work environment. Especially in areas where cleanup is occurring, Recovery workers can be exposed to dust, small flying debris and chemicals in the air. While it is not likely that these hazards will pose a significant risk, when they are present it becomes critical to protect one's eyes against them.

Common hazards

- Dust, concrete, and metal particles
- Falling or shifting debris, building materials, glass
- Smoke, noxious/poisonous gases
- Chemicals (acids, bases, fuels, solvents, lime, wet or dry cement powder)
- Welding light and electrical arc

²⁴ Taken directly from: "NIOSH Eye Safety: Emergency Response & Disaster Recovery." Centers for Disease Control and Prevention: National Institute for Occupational Safety and Health. September 2001.
<http://www.cdc.gov/niosh/eyesafe.html>

- Thermal hazards and fires
- Bloodborne pathogens (hepatitis or HIV) from blood, body fluids, human remains

Common injuries

- Corneal abrasions and conjunctivitis (red eyes)
- Concrete or metal particles or slivers embedded in the eye
- Chemical splash or burn
- Welder's flashburn
- Eyeball laceration
- Facial contusion and black eye
- Bloodborne pathogen exposure from blood or other body fluids or human remains

4 Points to Eye Safety

1. Have a safe work environment
 - Minimize hazards from falling or unstable debris.
 - Keep bystanders out of the hazard area.
2. Evaluate your safety hazards
 - Know your primary hazards.
 - Recognize hazards from nearby workers, large machinery, and falling/shifting debris
3. Wear the proper eye and face protection
 - Use certified eye protection. Look for the "Z87" mark on the lens or frames. Then select the Z87 eye protection for the hazard.
 - Make sure the eye protection is in good condition.
 - Make sure it fits properly and will stay in place.
 - Eye/face protection devices should not be relied upon to provide complete protection.
4. Prepare for eye injuries and first aid needs
 - Have an eyewash or sterile solutions on hand.

Prevention: Safety Glasses

- Use safety glasses for general working conditions where there may be *minor* dust, chips, or flying particles.

- Use safety glasses with side protection such as side shields or wrap-around style.
- Use safety glasses treated for anti-fog.
- Use an eyewear retainer to keep the glasses tight to the face or hanging from the neck if not in use.

First Aid for Eye Injuries

Specks in the Eye

- Do not rub the eye.
- Use an eye wash, flush eye copiously.
- See a doctor if speck does not wash out, pain or redness continues.

Cuts, Punctures, Objects Stuck in the Eye

- Do not wash out the eye.
- Do not try to remove an object stuck in the eye.
- Stabilize eye with a rigid shield without pressure such as with the bottom half of a paper cup.
- See a doctor at once.

Chemical Burns

- Immediately flush eye with water or any drinkable liquid. Open the eye as wide as possible. Continue flushing for at least 15 minutes. For caustic or basic solutions continue flushing while in route to doctor.
- If a contact lens is in the eye, begin flushing over the lens immediately. Flushing may dislodge the lens.
- See a doctor at once.

Blows to the Eye

- Apply cold compress without pressure.
- Crushed ice in a plastic bag can be taped to the forehead to rest gently on the injured eye.
- See a doctor at once in cases of continued pain, reduced vision, blood in eye or discoloration which can mean internal eye damage.

First aid advice reprinted with permission of Prevent Blindness America®

IF YOU ARE INJURED...

Due to the number of hazards that add to the likelihood of a recovery worker suffering an accident, injury or illness while working to assist survivors, it is essential that procedures exist to clarify the responsibilities of employees and their supervisors in this circumstance.

Employees are required to immediately report all accidents, injuries, or illnesses suffered during the course of employment to their supervisors. In the event of injuries or illnesses requiring emergency medical treatment, employees must notify their supervisors as soon as possible after receiving medical treatment.

Three Points of Contact

There are three points of contact that must be made to report an injury:

1. Your immediate supervisor
2. Department of Community Affairs (DCA) Personnel Officer
 - **1-850-487-4627**
3. the OptaComp Corporation—if after regular business hours, on holidays or weekends (ensure you make a follow-up call to DCA Personnel on the next regular work day)
 - **1-877-518-2583**

If an injury requires non-emergency medical treatment, call your supervisor, then call the DCA Personnel Officer immediately and BEFORE obtaining medical treatment. Personnel will contact OptaComp and they will assist you in selecting an appropriate medical provider and will arrange the appointment. Service through OptaComp is available 24 hours per day, 7 days a week.

After medical treatment is arranged, OptaComp will provide the Division of Risk Management, the Workers' Compensation Coordinator, and the injured employee with a copy of the First Report of Injury (Form DWC-1). Section 440.134(17).

• Emergency Phone Numbers

Emergency Medical Services—911

Poison Control Center—1-800-222-1222

Individual Assistance Branch Director—1-850-519-4787

PDA Coordinator - _____

DRC Coordinator - _____

CR Coordinator - _____

Disaster Housing - _____

Reservist Coordinator - _____

Florida Emergency Information Line—1-800-342-3557

State Warning Point—1-800-329-0519

Railroad Emergencies (CSX Transportation)—1-800-232-0144

To Volunteer and Donate Goods—1-800-FL-Help1 (354-3571)

FEMA Tele-Registration—1-800-621-FEMA (3362)

Training



Building a solid foundation...



Failure is not an option...



Disability Etiquette 101

Presented by:
Statewide Disability Coordinator for Emergency
Management
Florida Division of Emergency Management
850-413-9969





Disability Etiquette 101 Visual Impairments

Approximately 2.5 million people in the United States are “legally blind” – meaning that even with corrective lenses, they have less than 20/200 visual acuity or that their visual field is 20 degrees or less, regardless of acuity. Many of them have some residual vision. Less than 10% of blind people use Braille for reading; many people who are legally blind are able to read large print.



Disability Etiquette 101 Visual Impairments

- Many have “low vision.” Many have eyesight that is better than 20/200 or a visual field that is greater than 20 degrees, but they have some significant impairment that substantially limits their ability to see well under different circumstances.



Disability Etiquette 101 Visual Impairments

- Visual impairment does not necessarily mean an individual is legally blind or totally blind. It could mean a dependency on glasses, contact lenses, etc.



Disability Etiquette 101 Visual Impairments

- Many people who are blind or who have low vision wear very thick glasses or very dark sunglasses. Others carry white canes. Still others use service animals such as guide dogs.
- Some walk with another person who serves as a sighted guide. Some who are legally blind or who have low vision do not use a cane or a guide dog or wear glasses of any kind.



Disability Etiquette 101 Visual Impairments

- Visual Impairments
 - How do survivors arrive at your site?
 - How do survivors move about your facility?
 - How do you communicate with visually impaired survivors?
 - How do survivors register for services ?



Disability Etiquette 101 Visual Impairments

Using Appropriate Language.

- Use disability-sensitive language and etiquette. Using words such as “blind, visually impaired, seeing, looking or watching television” are acceptable words in conversation.
- Similarly, using descriptive language, including references to color, patterns, and the like, is appropriate.
- When referring to survivors with disabilities, refer to the person first, then the disability.



Disability Etiquette 101 Visual Impairments

- **Forms and Documents.** Upon request, staff should read fully, and provide assistance in completing registration forms and other documents based on requirements of law. You may find it more helpful to your survivors to provide frequently used documents – including registration instructions – in Braille and large print. Many people who are legally blind or who have low vision are able to read documents printed in 18 or 20 point type in a sans serif font such as Arial. Personnel can offer to assist in completing the form.



Disability Etiquette 101 Visual Impairments

- You may simply place a cardboard edge horizontally below a signature line or orient the opening of a signature template wherever a signature is required.



Disability Etiquette 101 Visual Impairments

Orientation to a Room or Service Area.

- Staff should always inform survivors as to the location of the nearest fire exit, using specific language such as, "In case of a fire or other emergency, exit the room to your left. Someone will be there to assist you."



Disability Etiquette 101 Physical Impairments

- Do not lean on the wheelchair unless you have permission to do so. A wheelchair is part of an individual's personal space.
- Do not assume a person using a wheelchair needs assistance. Always ask before providing assistance. If your offer of assistance is accepted, ask for instructions and follow the instructions given.



Disability Etiquette 101 Physical Impairments

- When talking to a person who uses a wheelchair, look at and speak directly to that person, rather than through a companion.



Disability Etiquette 101 Physical Impairments

- Relax and speak naturally. Do not be embarrassed if you happen to use accepted common expressions such as "got to be running along" that seem to relate to the person's disability.



Disability Etiquette 101 Physical Impairments

- When talking with a person in a wheelchair for more than a few minutes, use a chair, whenever possible. This can facilitate conversation.



Disability Etiquette 101 Physical Impairments

- When greeting a person who uses a wheelchair, it is appropriate to offer to shake hands with that person even if he/she has upper extremity limitations.



Disability Etiquette 101 Physical Impairments

- Use proper terminology when referring to a person who uses a wheelchair. Terms such as "wheelchair bound" or "confined to a wheelchair" are inappropriate. Using a wheelchair does not mean confinement.
- Do not assume that all people who use wheelchairs have the same limitations. People use wheelchairs for a variety of reasons and have different limitations and abilities.



Disability Etiquette 101 Physical Impairments

- When giving directions to a person with a mobility impairment, consider distance, weather conditions, and physical obstacles such as stairs, curbs, and steep hills.



Disability Etiquette 101 Physical Impairments

- If a person uses a service animal, do not pet, feed or try to play with it. A service animal is working and should not be interrupted.



Disability Etiquette 101 Hearing Impairments

- Address questions, comments, or concerns directly to the individual, not to a person in their presence.
- Shouting or exaggerating one's speech does not help communication.
- To get a person's attention, call his/her name. If there is no response, lightly touch him/her on the arm or shoulder.
- If you do not understand what is being said, do not pretend to understand. ASK again !!!



Disability Etiquette 101 Hearing Impairments

- Make direct eye contact. Natural facial expressions and gestures will provide important information to your conversation.
- Do not allow your face and mouth to be obscured by your hands, hair, or food.
- When speaking to a person who lip-reads, speak clearly without over-articulating.
- If you experience extreme difficulty in communicating orally, ask if writing is all right. Two people can share a keyboard and the view of a computer screen or just use a note pad.



Disability Etiquette 101 Cognitive Impairment

- Don't assume the person is not listening just because you are getting no verbal or visual feedback. Ask them whether they understand or agree. Don't assume you have to explain everything to people with learning disabilities. They do not necessarily have a problem with general comprehension. Offer to read written material aloud, when necessary.



Disability Etiquette 101

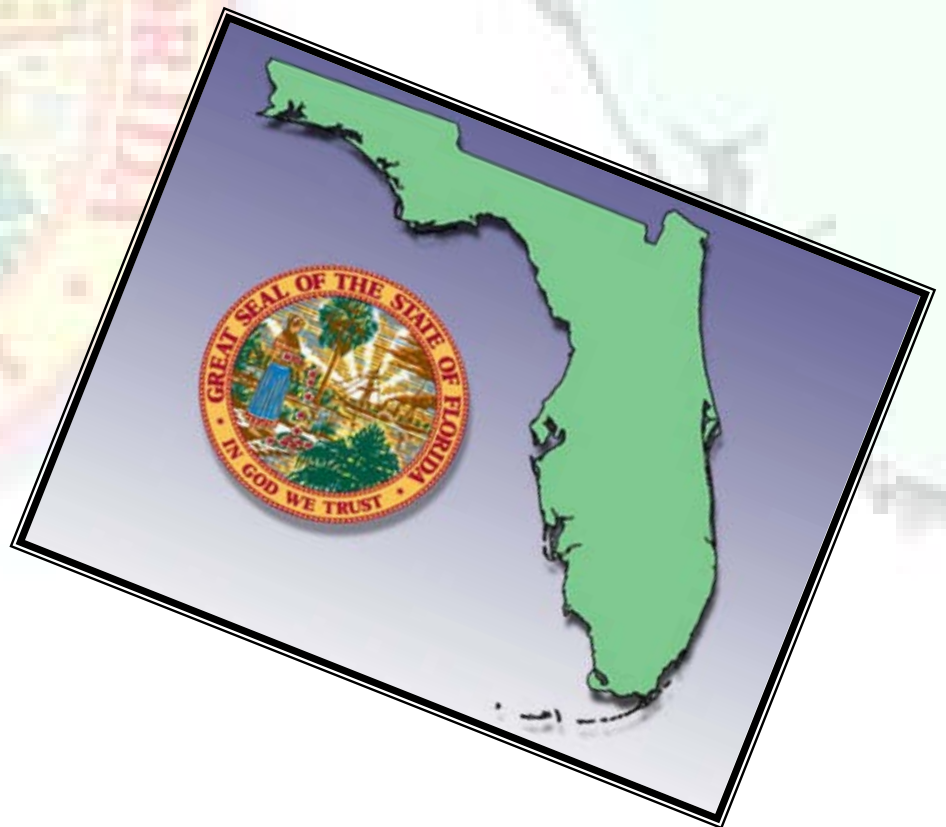
Speech Impairments

- Listen patiently and carefully. Don't complete sentences for the person unless they indicate they need help. Don't pretend you understand what a person with a speech disability says just to be polite. Ask the person to repeat if you don't understand. Ask the person to write down a word if you're not sure what they are saying.



Policies and Procedures

Following the rules...





STATE OF FLORIDA
DIVISION OF EMERGENCY MANAGEMENT

RICK SCOTT
Governor

BRYAN W. KOON
Director

STATE OF FLORIDA
DIVISION OF EMERGENCY MANAGEMENT

CODE OF ETHICS
(Effective September 20, 2011)

Bryan W. Koon, Director

POLICY STATEMENT: On January 4, 2011, Governor Scott issued Executive Order 11-03, directing the immediate adoption and implementation of a revised Code of Ethics by the Office of the Governor. This revised Code of Ethics imposes clear, enforceable standards that incorporate and exceed the current requirements of the statutory code of ethics set forth in Chapter 112, Part III, Florida Statutes. This Code of Ethics also applies to the secretaries, deputy secretaries, and chiefs of staff of all executive agencies under the purview of the Governor. Each agency secretary is directed to review and evaluate this revised Code of Ethics in light of the current policies adopted by his or her agency, with a view towards using this Code as the base standard for his or her agency to the extent practicable, and adjusted for those unique program requirements and variables for his or her agency.

Employees of the Office of the Governor and of the entire executive branch are agents of the people and hold their positions for the benefit of the public. We are therefore bound to uphold the Constitution of the United States and the State Constitution, and to perform efficiently and faithfully our duties under the laws of the federal, state and local governments. We are bound to observe, in all of our official acts, the highest standards of ethics consistent with this Code, and with the statutory Code of Ethics set forth in Chapter 112, Part III, Florida Statutes. We must at all times recognize that promoting the public interest and maintaining the respect of the people in their government must be our foremost concerns. While Florida has been recognized as a leader among the states in establishing ethics standards and public records laws, and in recognizing the right of Florida's citizens to protect the public trust against abuse, we can still do better.

PLEDGE

1. I have been provided with a copy of the Division's Code of Ethics.
2. I understand that, by holding a position within state government, I have taken on the mantle of public service.
3. I am committed to maintaining an honest, ethical, and open system of government for the people of Florida.
4. I therefore pledge to honestly and faithfully comply with both the letter and spirit of this Code of Ethics, as well as the requirements set forth in Chapter 112, Part III, Florida Statutes, in the discharge of my duties and responsibilities as a public servant. As part of this commitment, I pledge to be on guard against and to avoid the appearance of impropriety in conducting the people's business.
5. I further pledge that, should questions regarding appropriate behavior arise, I will seek guidance from the appropriate person within my Division or the Executive Office of the Governor on how to resolve the matter in question.

Signature:

Print Name:

Date:

I. General Provisions

The term "employees" as used herein refers only to all employees in the Office of the Governor and to all secretaries, deputy secretaries and chiefs of staff of the executive agencies under the purview of the Governor.

As used in this Code, a "lobbyist" is any person who meets the definition of that term used in Chapter 112, Part III, Florida Statutes. Consistent with Section 112.3215, Florida Statutes, "lobbyist" does not include an employee of an agency or of a legislative or judicial branch entity acting in the normal course of his or her duties. Consistent with Chapter 112, Part III, Florida Statutes, a "principal" is anyone (other than an agency, legislative branch entity or judicial branch entity) who employs or retains a lobbyist, either as an employee or independent contractor. The Florida Legislature maintains a website of all registered principals and executive branch lobbyists and should be consulted by the employee (<http://www.leg.state.fl.us>).

Unless otherwise noted, as used in this Code, "relative" follows the same definition found in Chapter 112, Part III, Florida Statutes: an individual who is related to an employee as father, mother, son, daughter, brother, sister, uncle, aunt, first cousin, nephew, niece, husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half brother, half sister, grandparent, great grandparent, grandchild, great grandchild, step grandparent, step great grandparent, step grandchild, step great grandchild, person who is engaged to be married to the employee or who otherwise hold himself or herself out as or is generally known as the person whom the employee intends to marry or with whom the employee intends to form a household, or any other natural person having the same legal residence as the employee.

All employees will comply with the requirements of this revised Code of Ethics; Chapter 112, Part III, Florida Statutes (statutory Code of Ethics); Article I, Section 24 of the Florida Constitution (Open Meetings); and Chapter 119, Florida Statutes (Public Records).

Each secretary of an executive agency under the purview of the Governor will review this Code of Ethics and evaluate his/her agency's existing code of ethics, with a view towards using this Code as the base standard for his or her agency to the extent practicable, adjusted for those unique program requirements and variables of his or her agency.

Governor Scott has directed that this Code of Ethics be periodically reviewed and evaluated, and that further recommendations be developed as necessary or appropriate to assure that we maintain and effectively enforce the highest ethical standards for state officials and employees, and promote consistency of State agency policies on ethics, public records and open meeting issues.

II. Designation of an Ethics Officer

Pursuant to Executive Order 11-03, Governor Scott has directed that his General Counsel serve as chief ethics officer for the Office of the Governor and that the secretary of each executive state agency under his purview designate a chief ethics officer for his/her respective agency. Among other things, the chief ethics officer will make reasonable efforts to ensure that the employees responsible for adhering to this Code (or their respective agency's code) become familiar with relevant ethics, public records and open meeting requirements.

The chief ethics officer for the Division of Emergency Management is the Division's in-house Senior Legal Counsel.

The Governor has also directed that each agency secretary attend training on the subjects of ethics, public records, open meetings, records retention, equal opportunity and proper personnel procedures and that thereafter each agency secretary arrange for similar training of his or her employees on an annual basis.

III. Avoiding the Appearance of impropriety

Employees of the Office of the Governor and secretaries, deputy secretaries, and chiefs of staff of the executive agencies within the purview of the Governor will use the powers and resources of the Governor's Office and/or their respective agency to further the public interest and not for any financial or personal benefit other than salaried compensation and employer-provided benefits.

Employees are expected to safeguard their ability to make objective, fair and impartial decisions, and therefore may not accept benefits of any sort under circumstances in which it could be inferred by a reasonable observer that the benefit was intended to influence a pending or future decision of theirs, or to reward a past decision. Employees should avoid any conduct (whether in the context of business, financial or social relationships) that might undermine the public trust, whether that conduct is unethical or lends itself to the appearance of ethical impropriety.

The Governor has accepted as his duty the responsibility of setting the highest ethical standards for State government. To that end, and to avoid even the appearance of impropriety, the Governor is placing his personal assets in a modified trust, with all investment decisions relating to these assets outside his management control during his term as Governor. The Governor encourages his agency secretaries to review their own respective personal assets/investments to assure that any potential for conflict and/or the appearance of impropriety is avoided.

IV. Current Statutory Code of Ethics

Florida's statutory Code of Ethics can be found in Chapter 112, Part III, Florida Statutes. This statutory Code of Ethics is the fallback standard of conduct for all employees. Thus,

to the extent that a statutory provision is not enhanced by a more restrictive, express provision of this gubernatorial Code of Ethics, the statutory Code of Ethics shall apply.

As a result, all employees should familiarize themselves with the statutory Code of Ethics.

The statutory Code of Ethics covers a wide variety of subjects, including restrictions on doing business with one's agency, unauthorized compensation, the receipt and reporting of gifts, restrictions on post-employment activities, nepotism, financial disclosure requirements, and whistle-blower protections. All of these areas are important. The following discussion of the statutory Code is meant to be an overview and does not exempt or excuse any employee from reading and understanding the standards of conduct set forth in the statutory Code of Ethics.

Among other things, the statutory Code of Ethics contains two general prohibitions on the receipt of things of value. It is important to understand the statutory framework in order to understand how this gubernatorial Code of Ethics differs from and is more restrictive than it.

The first statutory restriction, found in Section 112.3148, Florida Statutes, relates to the receipt and reporting of gifts from non-relatives. Under this section, an individual who is either a:

- (1) "Reporting Individual" (*i.e.*, required to file a full or limited financial disclosure pursuant to Section 8, Article II of the Florida Constitution or Section 112.3145, Florida Statutes) or
- (2) "Procurement Employee" (*i.e.*, participates in procuring gifts or services in excess of \$1000 per year)

Is prohibited from directly or indirectly receiving a gift the individual knows or reasonably believes has a value exceeding \$100 if the gift comes from certain entities and individuals, including lobbyists, identified in section 112.3148(4).

Note: "Reporting Individuals" and "Procurement Employees" are sometimes collectively referred to by the acronym "RIPEs."

RIPEs are not prohibited from accepting gifts in excess of \$100 if they do not come from the entities and individuals identified in that statutory subsection. However, any such gifts must be reported on a quarterly basis to the Commission on Ethics pursuant to section 112.3148(8). While there are a few exceptions to this statutory regime, the most significant of them is that gifts from relatives are excluded from the \$100 cap and the reporting requirement.

The second broad prohibition is found in Section 112.3215, Florida Statutes. This section provides that, notwithstanding any other provision of the law including the gift law discussed immediately above, no reporting individual shall accept, directly or indirectly,

any expenditure from a lobbyist or a lobbyist's principal. The statute defines "expenditure" as any thing of value made "for the purpose of lobbying." There is no dollar-value threshold or exception for expenditures from family members who also are lobbyists or their principals. Thus, for reporting individuals this prohibition on expenditures from lobbyists is in many cases broader than and supersedes the gift restrictions found in Section 112.3145.

As discussed in Section V below, for purposes of the gift/lobbyist expenditure restrictions, this Code of Ethics does away with the statutory distinction between employees who qualify as reporting individuals/procurement employees and those who do not. Thus, the gift restrictions in this Code apply to all employees. Additionally, this Code does away with the arguably subjective standard in the statutory definition of "expenditure," (*i.e.*, a payment made "for the purpose of lobbying") and prohibits the acceptance of any thing of value from a lobbyist.

Nonetheless, it is important for employees to understand the general definition of "Reporting Individual" and "Procurement Employee," as other sections of this Code and/or the statutory Code of Ethics may apply only to them.

Returning to the statutory Code of Ethics, including the gift/lobbyist restrictions discussed above, relevant provisions of Chapter 112, Part III, Florida Statutes, include the following:

- Reporting Individuals are prohibited from accepting any payment, distribution, loan advance, reimbursement, deposit or anything of value made by a lobbyist or a principal of a lobbyist made for the purpose of influencing or attempting to influence official action or in an attempt to obtain the goodwill of the employee. This prohibition applies regardless of any exceptions to the prohibition on the receipt of gifts that may be contained in any other provision of this Code or in law.
- Employees are prohibited from soliciting or accepting anything of value, such as a gift, loan, reward, promise of future employment, favor, or service, that is based on an understanding that their official action or judgment would be influenced by such gift. "Gift" means anything accepted by a person or on that person's behalf, whether directly or indirectly, for that person's benefit, and for which no payment is made. A "gift" can include real property or the use thereof; tangible or intangible personal property or the use thereof; a preferential rate or terms on a transaction not available to others similarly situated; forgiveness of a debt; transportation (unless provided by an agency in relation to officially approved governmental business), lodging, or parking; food or beverage; dues, fees and tickets; plants and flowers; personal services for which a fee is normally charged by the provider; and any other thing or service having an attributable value.
- A "gift" or "expenditure" does not include (1) salary, benefits, services, fees, commissions, gifts, or expenses associated primarily with the donee's employment; (2) contributions or expenditures reported pursuant to Chapter 106, Florida Statutes,

campaign-related personal services provided without compensation by individuals volunteering their time or any other contribution or expenditure by a political party; (3) an honorarium or an expense related to an honorarium event paid to a person or the person's spouse by someone other than a lobbyist or principal of a lobbyist to a Reporting Individual; (4) an award, plaque, certificate or similar personalized item given in recognition of the donee's public, civic, charitable or professional service, provided that such item has no separate commercial value; (5) an honorary membership in a service or fraternal organization presented merely as a courtesy by such organization; (6) the use of a public facility or public property, made available by a governmental agency, for a public purpose; (7) transportation provided to a public officer or employee by an agency in relation to officially approved governmental business; (8) anything of value provided directly or indirectly by a state, regional or national organization which promotes the exchange of ideas between, or the professional development of, governmental officials or employees, and whose membership is primarily composed of elected or appointed public officials or staff, to members of that organization, or officials or staff of a governmental agency that is a member of that organization.

- RIPLEs are prohibited from soliciting any gift, regardless of its value, if the gift is for personal benefit of themselves, other RIPLEs, or their respective families.
- Employees and their spouses and minor children are prohibited from accepting any compensation, payment, or thing of value when they know, or with the exercise of reasonable care should know that it is given to influence their official action.
- Employees are prohibited from corruptly using or attempting to use their official positions to obtain a special privilege for themselves or others.
- Employees are prohibited from disclosing or using information not available to the public and obtained by reason of their public positions for the personal benefit of themselves or others.
- RIPLEs are prohibited from soliciting an honorarium that is related to their public office or duties.
- Employees acting as purchasing agents or employees acting in their official capacity are prohibited from purchasing, renting, or leasing any realty, goods, or services for the Office from a business entity in which they, their spouse, or child own more than a 5% interest or serve as an officer or director. Also, employees acting in a private capacity are prohibited from renting, leasing, or selling any realty, goods, or services to the State.
- Employees are prohibited from holding any employment or contract with any business entity or agency regulated by or doing business with the Office. Employees are also prohibited from holding any employment or having a contractual relationship

which will pose a conflict between their private interests and public duties or which will impede the full and faithful discharge of their public duties.

- An employee who participates in the decision-making process involving a purchase request, who influences the content of any specification or procurement standard, or who renders advice, investigation, or auditing, regarding the Office's contract for services, is prohibited from being employed by a person holding such a contract with the Office.
- Employees are prohibited from seeking for a relative any appointment, employment, promotion or advancement in the unit in which he/she is serving or over which he/she exercises jurisdiction or control.
- Employees are prohibited from directly or indirectly procuring contractual services for the Office from a business entity of which a relative is an officer, partner, director, or proprietor, or in which they, their spouse, or children own more than a 5% interest.
- Senior Management Service and Selected Exempt Service employees are prohibited from personally representing another person or entity for compensation before the Office for a period of two years after leaving their positions, unless employed by another agency of state government.
- A former employee, following retirement or termination of employment, is prohibited from having employment or a contractual relationship with any business entity (other than a public agency) in connection with a contract in which the employee participated personally and substantially by recommendation or decision while a public employee.
- A former employee who retired or terminated employment is prohibited from having any employment or contractual relationship for two years with any business entity (other than a public agency) in connection with a contract for services which was within his responsibility while serving as a state employee.

For further discussion of these provisions refer to Chapter 112, Part III, Florida Statutes.

V. Specific Gift Requirements of This Code of Ethics Above and Beyond The Requirements of Chapter 112, Part III, Florida Statutes

The current law may give rise to questions regarding what employees may accept from entities and individuals outside of government. As noted above, current law (1) prohibits Reporting Individuals from accepting any expenditures from lobbyists; (2) restricts Reporting Individuals and Procurement Employees from accepting from lobbyists things of value that do not otherwise qualify as an expenditure; and (3) requires quarterly reporting of gifts from non-relatives that exceed \$100 in value.

Governor Scott is committed to restrictions that are broader than the current statutory

law, yet are also clear, consistent, and simple to follow. The general rule on gifts, applicable to the Office of the Governor, and to all secretaries, deputy secretaries, and chiefs of staff of executive agencies under the purview of the Governor, will be as follows:

- NO EMPLOYEE, REGARDLESS OF WHETHER HE OR SHE IS A "REPORTING INDIVIDUAL" OR A "PROCUREMENT EMPLOYEE," MAY SOLICIT ANY GIFT, REGARDLESS OF ITS VALUE, IF THE GIFT IS FOR THE PERSONAL BENEFIT OF HIMSELF OR HERSELF, HIS OR HER FAMILY, OR ANOTHER EMPLOYEE.
- NO EMPLOYEE, REGARDLESS OF WHETHER HE OR SHE IS A "REPORTING INDIVIDUAL" OR A "PROCUREMENT EMPLOYEE," MAY ACCEPT ANY THING OF ANY VALUE FROM A LOBBYIST OR A LOBBYIST'S PRINCIPAL, REGARDLESS OF WHETHER THE THING IS BEING OFFERED OR GIVEN FOR THE PURPOSE OF LOBBYING.
- NO EMPLOYEE, REGARDLESS OF WHETHER HE OR SHE IS A "REPORTING INDIVIDUAL" OR A "PROCUREMENT EMPLOYEE" MAY ACCEPT ANY GIFT FROM A NON-LOBBYIST.

There are some limited exceptions to the prohibition on the acceptance of gifts from non-lobbyists.

- Gifts (regardless of value) from relatives (items received from relatives are excluded from the statutory definition of "gift") unless the relative is a lobbyist or the principal of a lobbyist, in which case the general prohibition on gifts from lobbyists applies. Employees who are married to or involved in a personal relationship with a lobbyist or the principal of a lobbyist should consult with the chief ethics officer on how to address this situation.
- Gifts (regardless of value) received from personal friends in the ordinary course of friendship (including but not limited to birthday and/or anniversary gifts and gifts of hospitality), can be accepted, provided that any such personal friend is not:
 - (a) a lobbyist;
 - (b) the partner, firm, member, employer, employee or principal of a lobbyist;
 - (c) a person having a special pecuniary interest (either individually or through a corporation or organization) in a matter pending before a state agency and/or the Office of the Governor;
 - (d) a person who (either individually or through a corporation or organization) provides goods or services to the State under contract or agreement; or
 - (e) a person who (either individually or through a corporation or organization) is seeking such business from the State.

- On-site consumption of food and refreshment at receptions and/or other events, provided the employee's attendance at such event is an appropriate exercise of the employee's official duties, unless the food and refreshments at such event are paid for by a lobbyist or principal, in which case the Guidelines for Compliance with Section 112.32155 and this Code (below) apply.
- Gifts (regardless of value) accepted on behalf of a governmental entity or charitable organization, or for which a public purpose can be shown, provided the chief ethics officer has approved such acceptance. However, if a lobbyist or the principal of a lobbyist is making the gift, the absolute prohibition on receiving such a gift applies.
- Gifts (regardless of value) made to the State or agency thereof may be accepted by an employee on behalf of the State or agency, provided the chief ethics officer has approved such acceptance.
- Gifts (regardless of value) involving volunteer campaign-related travel, lodging, and/or food or beverage expenses, provided the chief ethics officer has approved such acceptance.

Additionally, and consistent with the Interim Lobbying Guidelines for the House and Senate, an employee may accept from a lobbyist or a lobbyist's principal an award, plaque, certificate, or similar personalized item given in recognition of the donee's public, civic, charitable or professional service, provided that such item has no separate commercial value and the chief ethics officer has approved such acceptance.

NOTE: There is no gift or expenditure if the employee reimburses the other person for the cost of the item. Generally, this is measured as the cost of the item to the person providing it. In the case of lobbyists or principals, the cost is the actual value of the item (such as face value on admission ticket, etc.), even if the lobbyist or principal obtained it at no cost. While a membership fee required to use a golf course, tennis club, dining club or other private facility is not part of the reimbursable cost, the per ticket additional cost above the face value for seating at a skybox or other exclusive seating area at a sporting or theatrical venue is part of the reimbursable cost and must be included. Section 112.3148(7), Florida Statutes, and Rules 34-13.210 and 34.13.500, Florida Administrative Code, provide rules on how to value gifts and should be consulted when making payment for an event or item that otherwise would be prohibited absent payment of consideration. For purposes of this Code, the payment must be contemporaneous with or precede the receipt of the item or attendance at the event.

A. Prerequisites to Accepting Any Gift

No gift (regardless of its value) can be accepted until and unless the employee answers each of these questions:

1. Is this gift being given by a lobbyist or the principal of a lobbyist? If the answer to

this question is "yes," the gift (regardless of value) **CANNOT BE ACCEPTED.**

2. Does the gift meet one of the exceptions listed in the prior section? If the answer is "no," the gift **CANNOT BE ACCEPTED.** If the answer to this question is "yes," the gift CAN BE accepted, unless the employee knows, or with the exercise of reasonable care should know, that the gift is being given to influence his or her official action.

B. Honoraria and Honorarium Event Related Expenses; Award, Plaques and Related Forms of Recognition

Although honoraria and expenses related to an honorarium event, as those terms are used in Chapter 112, Florida Statutes, are not considered "gifts" under the statutory Code of Ethics, employees are prohibited from accepting honoraria or any other thing of monetary value (unless of nominal value) for speaking appearances or for articles written. Employees may, however, accept payment of expenses related to an honorarium event reasonably incurred subject to the prohibitions on the receipt of such honorarium expenses from lobbyists or principals contained in this Code and any other restrictions contained in Section 112.3149, Florida Statutes. Employees receiving payment for honorarium event related expenses must receive prior approval from the chief ethics officer.

Awards, plaques, certificates or similar personalized items given in recognition of the recipient's public, civic, charitable or professional service are not considered "gifts" under this or the statutory Code of Ethics. However, in order to avoid the appearance of impropriety, prior to accepting any such item from a lobbyist or principal of a lobbyist, the employee will first receive prior approval from the chief ethics officer.

C. Indirect Gifts and Expenditures Prohibited

Any gift or expenditure that could not be received directly may not be received indirectly. Thus, a gift to or expenditure on behalf of an employee's spouse or minor child is considered a gift or expenditure to the employee and may not be accepted if either this Code of Ethics or Chapter 112, Florida Statutes, would prohibit the employee from receiving the gift or expenditure. Thus, if a non-employee spouse received a trip, restaurant certificate or anything else of commercial value from a lobbyist or principal of a lobbyist, the gift or expenditure may not be accepted unless it meets the restrictions of the Code of Ethics or Florida statutory law.

D. Travel in Private Aircraft Prohibited Without Prior Authorization

Although not specifically prohibited by Chapter 112, Florida Statutes, employees are prohibited from traveling in a private aircraft unless they have obtained prior authorization from the Governor or Governor's Chief of Staff.

E. Guidelines for Compliance with Section 112.32155 and this Code

Because this Code imposes an absolute prohibition on the receipt of expenditures from lobbyists and/or their principals, compliance in most situations should be straightforward. However, there are occasions (e.g., group events with multiple sponsorships or invitations from friends who are also lobbyists or their principals) that may not be as clear-cut, and the following guidelines are intended to assist employees comply with both the letter and the spirit of this Code and Section 112.32155, Florida Statutes. Because not every possible situation can be anticipated in these guidelines, employees are to consult with the chief ethics officer in the event of any doubt. Please remember that the requirements in this Code apply to all employees, regardless of whether they meet the statutory definitions of Reporting Individuals or Procurement Employees.

In general, employees may attend events sponsored by statutory direct-support organizations ("DSOs"). However, the employee is responsible for confirming that the individual DSO has observed the requirements of Section 112.32155 and this Code of Ethics with respect to event sponsorship.

Employees are not prohibited from attending a community event open to all persons or accepting any item or benefit generally available for free or below the customary rate if the terms or rate is a government rate available to all other similarly-situated government employees or officials or a rate which is available to similarly-situated members of the public by virtue of occupation, affiliation, age, religion, sex, or national origin.

Discounted pricing based on government employment may or may not be a prohibited expenditure. If the discounted price has been made possible as a result of sponsorship by a lobbyist or principal, the employee must first determine whether the discounted price is available equally to all government employees, or whether it is intended to benefit a particular class of employees. In the case of the former, no prohibited expenditure is involved. (Examples: reduced registration fees for government lawyers attending a legal seminar; reduced registration fees for government employees attending a chamber of commerce program). Otherwise, the employee may not accept discounted pricing.

The key question in each of these situations is whether the expenditure or the available discount is being made for the personal benefit of the employee, the employee's parent, spouse, child or sibling. If it is, accepting the expenditure or discount is prohibited. In determining whether an expenditure is a prohibited one, the following questions must be asked:

1. Is there *commercial value* involved?

The following items have commercial value and are examples of prohibited expenditures: food and beverages, tickets to entertainment events (golf tournament, sporting event, or theatre performance), transportation, lodging, and honorarium expenses.

2. Is the thing of commercial value primarily for the benefit of the agency's

employees and not generally available to members of the public (or a large class of persons) on the same terms and conditions?

3. Does a lobbyist or principal control who receives the benefit of the thing of value?
4. If a third person (such as a non-profit) is distributing the thing of value, is it acting under the direction of the lobbyist or principal?
5. Did an agency official or employee solicit the lobbyist or principal for the sponsorship of the event?

If the answer to **any** of the foregoing questions 1-5 is "yes", then the employee may not attend the event or accept the thing of value without giving appropriate and contemporaneous consideration. If the answer to **all** of the foregoing questions 1-5 is "no," then the employee may attend the event or accept the thing of value unless he or she knows or has reason to believe that the arrangement is a subterfuge for an otherwise prohibited expenditure.

AT ALL TIMES, EMPLOYEES HAVE A DUTY TO INQUIRE WHETHER THE THING OF VALUE IS FROM A LOBBYIST OR PRINCIPAL. IGNORANCE OF THE FACTS IS NO EXCUSE.

As noted in Section I of this Code, the Florida Legislature maintains a website of all principals and executive branch lobbyists and should be consulted by the employee (<http://www.leg.state.fl.us>). If the circumstances do not permit access to the database, the employee should ask the offeror of the thing or event whether a principal or lobbyist is involved.

These guidelines do not mean that employees may not attend events or accept invitations that are otherwise prohibited. An employee may attend an event or accept a thing of value that is otherwise prohibited IF the employee pays or provides equivalent consideration. As noted above, Section 112.3148(7), Florida Statutes and Rules 34-13.210 and 34-13.500, Florida Administrative Code, dictate how to value gifts and should be consulted when making payment to for an event or item that otherwise would be prohibited absent payment of consideration. For purposes of this Code, the payment must be contemporaneous with or precede the receipt of the item or attendance at the event. In situations in which it is difficult to place a value (such as a dinner at someone's home), equivalent consideration in the form of a house gift, appropriately priced bottle of wine or spirits, floral arrangement or plant, or other appropriately valued item may substitute for monetary consideration. Attendance at weddings, showers, birthdays and other special occasions where guests usually bring gifts and the feted person or others on his behalf provide food and entertainment also fall into this category. However, *until the Ethics Commission rules otherwise*, the prohibition on gifts and expenditures shall apply to employees as recipients of such special occasion gifts.

Even when it is permissible to attend such occasions, employees at all times should strive to avoid the appearance of impropriety and give due consideration to the impression

caused by frequent private dinners in the homes of lobbyists or principals or attendance at special occasions hosted by them. In keeping with the Governor's policy that all constituents have fair and equal opportunity to express their concerns and ideas regarding State programs and policies without regard to their political affiliation, sophistication, or affluence, employees at all times should refrain from discussing any State business during these social occasions.

F. Reporting / Disclosure Requirements

This Code permits the acceptance of gifts from non-lobbyists only in certain specified circumstances set forth above. For such gifts, the employee must report and disclose any permissible gift unless the gift is from a relative or

(a) is given by a personal friend for a special occasion (e.g., holidays, birthdays, weddings, showers, anniversaries, graduation, Valentine's Day, etc.); or

(b) is a meal (whether at a restaurant or at a home) with a friend or lodging at a friend's home.

Note: Any gift that falls into either (a) or (b) above must be reported and disclosed if it is valued at over \$100.

Reportable disclosure of gifts will include a description of the gift and its approximate value, the name and address of the donor (if possible), the date of the gift, and a copy of any receipt for the gift provided by the donor.

In addition, certain employees are required to make public disclosure of their financial interests. Conflicts of interest may occur when public officials are in a position to make decisions that affect their personal financial interest. This is why public officers and employees are required to publicly disclose their financial interests. The disclosure process serves to remind officials of their obligation to put the public interest above personal considerations. It also helps citizens monitor the considerations of those who spend their tax dollars and participate in public policy decisions.

Pursuant to Section 112.3145(b), Florida Statutes, all non-clerical/secretarial employees are required to file with the Commission on Ethics, Form 1, Statement of Financial Interests, and Form 10, Annual Disclosure of Gifts from Governmental Entities and Direct Support Organizations and Honorarium Event Related Expenses forms within thirty (30) days of appointment and by July 1 of each year thereafter. Each person required to file Form 1 or Form 6 must file Form 9, quarterly Gift Disclosure, with the Secretary of State on the last day of any calendar quarter following the calendar quarter in which he or she received a reportable gift. Form 9 need not be filed if no such gift was received during the calendar quarter.

VI. Additional Requirements of this Code

A. Frequent-Flyer Miles Earned Through State-Reimbursed Travel

Employees may sometimes be required to travel on State business, requiring them to spend evenings and weekends away from their homes and families. Per diem reimbursements often do not fully reimburse the employee for out-of-pocket travel expenses. As a matter of general policy, any frequent-flyer miles and/or bonus miles awarded to an employee as a result of State-reimbursed travel may be used for personal use by the employee.

B. Serving As Officers/Directors Of Governmental and Non-Governmental Entities

Employees may serve on the boards or commissions of governmental entities, subject to the approval of the chief ethics officer.

Except as set forth below, no employee shall serve as an officer or director of any non-governmental corporation, company, partnership or other entity, regardless of its private or public ownership or its for-profit or not-for-profit status. The following are exceptions to this restriction:

- (1) subject to approval from the chief ethics officer, an employee may serve as an officer or director of a non-governmental, non-profit corporation, company, partnership or other entity that does not seek funding from the State;
- (2) subject to approval from the chief ethics officer, an employee may serve as an officer or director of a non-governmental, non-profit corporation, company, partnership or other entity that seeks funding from the State if (a) serving in that capacity is directly related to the employee's employment and (b) the employee has been requested to do so by the Office of the Governor (or, in the case of employees at the executive agencies, by his or her agency) or is required to serve in that capacity by statute, rule, executive order, or other applicable law; and
- (3) subject to approval from the chief ethics officer, an employee may serve as an officer or director of a non-governmental, for-profit corporation, company, partnership or other entity that does not seek or receive funding from or do business with the State and that is closely-held or family-owned or operated. For example, an employee who, along with other family members, is an officer or director of an entity that owns rental property could seek approval under this exception.

Voluntary, pro bono services on behalf of non-profit organizations may be permitted, so long as services to such organizations would not have the potential to create a conflict and do not impair the employee's ability to discharge his or her public duties fully and faithfully. The prohibitions relating to soliciting gifts do not restrict employees from soliciting charitable contributions from lobbyists or principals, so long as the employee or any relative does not control or work for the non-profit organization.

C. Dual Employment

No employee may have any on-going dual employment or dual compensation without prior approval from the chief ethics officer. All employees of the Division of Emergency Management should send requests for approval to the chief ethics officer for the Division of Emergency Management.

D. Lobbyists

The use of lobbyists will not be required or preferred as a way to obtain access to public employees.

E. Conflicts of Interest and Avoiding the Appearance of Impropriety

Employees whose immediate relatives (spouse, siblings, parents, children) are lobbyists will, at least quarterly, disclose to the chief ethics officer the names of all clients of such lobbyists. These employees will not participate in any matter that would inure to their relative's special gain or loss, and will recuse themselves from discussions/meetings/etc. involving clients of their immediate relatives. Any such matters will be reassigned to another employee of the Office of the Governor or respective agency. Where confidentiality requirements prohibit the public disclosure of any such names of clients, the Office of the Governor will take the measures necessary and appropriate to assure effective recusal by affected employees.

No employee shall participate in an official capacity in any matter that would inure to his or her special private gain or loss, or which the employee knows will inure to the special private gain or loss of any relative or business associate. To further avoid any appearance of impropriety, employees will be subject to an appropriate screening procedure. This procedure applies to meetings between and/or decisions directly involving an employee and his or her former employer or clients/business entities for which he or she has had substantial, direct responsibility during the two years prior to entering public service. To the extent an employee seeks to participate in any such meeting or decision, he or she will first notify the chief ethics officer who will prescribe an appropriate screen depending on the particular circumstances. In no event, however, will a procedure limit the employee's ability to fulfill the core functions of his or her job. Moreover, nothing in this Code is meant to prohibit an employee from addressing or making decisions relating to issues that may generally affect an industry or business sector with which the employee may have had a prior relationship.

F. Application for Exemptions

There may be unique and/or compelling circumstances warranting exceptions to and/or waivers from these requirements in certain individual cases. In those instances, prior approval of the chief ethics officer is required.

G. Ethics Violation Reporting Procedure

All ethics violations should be reported to the chief ethics officer. All Division of Emergency Management employees should report ethics violations to the in-house Senior Legal Counsel.

VII. Policy Administration

- **Division HR/Personnel**
Division HR/Personnel is responsible for notifying employees appointed to designated positions of the requirement to file financial and gift disclosure.
- **Division Legal/Senior Legal Counsel**
Division Legal is responsible for providing clarification to employees on the specific ethics policies outlined herein.
- **Commission on Ethics**
Questions about the ethics laws may be addressed to the Commission on Ethics, Post Office Drawer 15709, and Tallahassee, Florida 32317-5709; telephone (850) 488-7864.
- **Public Records/Sunshine Laws**
Questions about the public records and/or sunshine laws may be addressed to the Office of Open Government within the Office of the Governor.

EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION POLICY STATEMENT

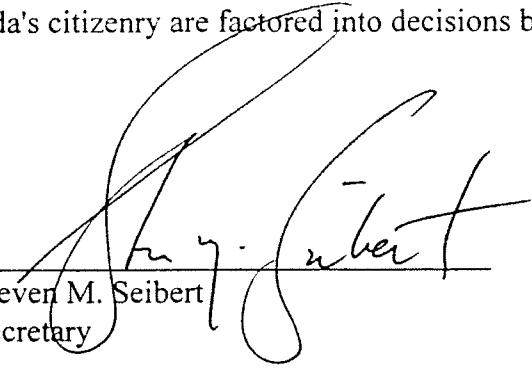
The Department of Community Affairs is committed to providing a work environment that will assure to each employee and applicant for employment an equal employment opportunity without regard to race, sex, color, religion, national origin, age, political affiliation, marital status, or disability. In fulfilling this policy, the department shall prohibit discrimination in all aspects of its personnel policies including recruitment, selection, promotion, transfer, demotion, reassignment, training, benefits, discipline, separation, and any other employment practices. Additionally, the concepts and principles of equal employment opportunity will be incorporated into the department's program practices and overall operations as a keynote to the manner in which the citizens, groups, and local governments served by the agency will be treated.

The Department of Community Affairs subscribes to and continuously implements the requirements of Title II of the Civil Rights Act of 1964, as amended; Title VII of the Civil Rights Act of 1964; the Age Discrimination in Employment Act of 1967; the Equal Pay Act of 1962, as amended; the Vocational Rehabilitation Act of 1973, as amended; the Florida Human Rights Act of 1977; the Americans with Disabilities Act of 1990; and all other applicable State and Federal laws and orders related to equal employment opportunity.

All of the employees of the Department of Community Affairs are a part of a unique working community, and as such, each employee will be provided with information concerning the agency's commitment to equal employment and the role they share in the accomplishment and maintenance of this objective. Managers and supervisors at all levels of the department have the responsibility for promoting and implementing the concepts and goals of this Affirmative Action Plan, and in this regard, their dedication to this responsibility will be reflected in their overall performance assessment.

Any applicant or employee who believes that he or she has been harassed or discriminated against in any manner may file a complaint with the Florida Commission on Human Relations (325 John Knox Road, Suite 240, Building F, Tallahassee, Florida 32303-4149) or with the Secretary of the Department, the Assistant Secretary of the Department, or with the Personnel Officer of the department, or with the Intergovernmental Resource Coordinator (Pamela Duncan) (located at 2555 Shumard Oak Boulevard, Tallahassee, Florida 32399-2100) within 365 days of the action causing the complaint.

The primary focus of the Department of Community Affairs' Affirmative Action Plan is the establishment and maintenance of a well-informed, highly motivated workforce which represents Florida's diverse fusion of cultures, races, and genders so as to ensure that the interests and needs of all of Florida's citizenry are factored into decisions by the department that will shape Florida's future.



Steven M. Seibert
Secretary

INTERNAL COMPLAINT PROCEDURES

It is the policy of the Department of Community Affairs to assure that all employment opportunities in our agency are free from discrimination by race, sex, religion, national origin, age, political affiliation, or disability. To help ensure a workplace free from discrimination, the Department has developed the following procedures for processing complaints filed by employees of our applicants for employment with the department. This procedure does not preclude statutory appeal rights provided to an employee under the rules of the Public Employees Relations Commission or the right to file a complaint with the Florida Human Relations Commission, the United States Equal Employment Opportunity Commission, or other rights under any collective bargaining agreement.

Any employee of or applicant for employment with the department who claims or feels that they have been discriminated against on the basis of their race, sex, color, religion, national origin, age, political affiliation, or disability may individually or through a representative, file a complaint with the Secretary of the Department, the Assistant Secretary, or the EEO/AA Officers (Pamela Duncan or Mark Helms).

When a complaint is filed with the Secretary, it will be referred to the Equal Employment Opportunity/Affirmative Action (EEO/AA) Officers or to another appropriate investigator as designated by the Secretary for immediate processing and investigation. The complaint shall remain confidential in accordance with the requirements of Section 119.07 of the Florida Statutes.

A. The complaint must include (1) the name and address of the aggrieved individual (and/or the name of the representative filing the complaint on behalf of the aggrieved individual), (2) the name of the individual alleged to have committed the discrimination and the address of their work unit, and (3) a complete description of the act of discrimination and any other information necessary to substantiate the allegations.

B. A complaint must be filed within 365 days from the date of the alleged act of discrimination. (The complainant shall have the right to reasonably amend the original complaint before or during an investigation.)

C. The EEO/AA Officers or the investigator as designated by the Secretary shall (1) conduct an investigation concerning the complaint, and (2) within sixty (60) days of the filing of the complaint issue a Report of Findings to the Secretary of the Department recommending any action(s) necessary to resolve the complaint.

D. The Secretary of the Department shall issue a final decision on the complaint within ninety (90) days of the filing of the complaint. The Secretary's decision may include provision of relief to the complainant and/or appropriate disciplinary action against the individual found to have committed an act of discrimination.

The complainant, any employee, the EEO/AA Officers, and/or a complaint investigator as designated by the Secretary will all be free from restraint, interference, coercion, discrimination, retaliation or reprisal for (1) filing a complaint, (2) providing information regarding a complaint, or (3) testifying in a hearing, in court, through an administrative review, or with regard to any complaint filed under these provisions.

The EEO/AA Officers and/or the complaint investigator shall be given access to any information necessary (1) to make a decision concerning the probable cause or existence of discrimination, and (2) for implementation of appropriate remedial actions necessary to correct the discrimination.

The EEO/AA Officer(s) shall appropriately advise the EEO/AA Committee concerning complaints and progress being made for resolution of complaints. The EEO/AA Committee, at the Secretary's request, may also develop recommendations and resolutions for addressing complaints, in general.

STATE OF FLORIDA DEPARTMENT OF COMMUNITY AFFAIRS
ADMINISTRATIVE PROCEDURE

1106.1
February 16, 2007
AS


Secretary of Community Affairs

DCA PROCEDURE 1106.1

TO: All Employees

SUBJECT: Drug-Free Workplace Policy

1. Authority

Section 112.0455, Florida Statutes and Executive Order 07-01, Code of Personal Responsibility.

2. Supersession

This is the initial procedure on this topic. The department's Drug-Free Workplace Policy was previously outlined in a memorandum from the Secretary to all employees.

3. Policy Statement

This drug-free workplace policy has been prepared in accordance with Section 112.0455, Florida Statutes, which is known as the Drug-Free Workplace Act. In support of the objectives and goals of this act, it is the policy of the Department of Community Affairs to ensure a drug-free workplace.

4. Reasonable Suspicion Drug Testing

- a. The department will require an employee to submit to drug testing when there is a reasonable belief that he/she is using or has used drugs in violation of this procedure. The decision to test an employee under this provision will be drawn from specific objective and identified facts and reasonable inferences drawn from those facts. Among other things, such facts and inferences may be based upon the following.

ADMINISTRATIVE PROCEDURE

1106.1
February 16, 2007
AS

- (1) Observable phenomena while at work, such as direct observation of drug use or of the physical symptoms or manifestations of being under the influence of a drug.
 - (2) Abnormal conduct or erratic behavior while at work or a significant deterioration in work performance.
 - (3) A report of drug use, provided by a reliable and credible source, which has been independently corroborated.
 - (4) Evidence that an individual has tampered with a drug test during his/her employment with the department.
 - (5) Information that an employee has caused, or contributed to, an accident while at work.
 - (6) Evidence that the employee has used, possessed, sold, solicited, or transferred drugs while working or while on State premises or while operating a department vehicle, machinery, or equipment.
- b. Reasonable suspicion drug testing shall not be initiated except upon the recommendation of the division/unit manager in which the employee works or upon direction by the Secretary or Assistant Secretary.
 - c. The supervisor recommending that an employee submit to "reasonable suspicion" drug testing must promptly detail in writing the circumstances which formed the basis of the determination that reasonable suspicion exists to warrant the testing. This document shall be forwarded under confidential cover or presented by hand to the division/unit manager who would recommend testing.
 - d. If the decision is made to require a drug test, the approving division/unit manager must notify the Personnel Officer and provide him/her with the original documentation. The Personnel Officer will schedule the appointment at the collection site. The Personnel Officer will also provide the necessary documents that must be taken by the employee to the collection site. The Personnel Officer will insure that the employee is

ADMINISTRATIVE PROCEDURE

1106.1
February 16, 2007
AS

advised of the reasonable suspicion test, the requirements for the test, and the location and time for the test.

- e. The Personnel Officer will notify the division/unit manager of the test results. If the results are positive confirmed, the Personnel Officer will also advise the Secretary or the Assistant Secretary.

5. Confidentiality

- a. All information, interviews, reports, statements, memoranda, and drug test results, written or otherwise, received by the Department of Community Affairs through this drug testing program are confidential communications and shall not be used or received in evidence, obtained in discovery, or disclosed in any public or private proceedings, except in accordance with the Drug-Free Workplace Act.
- b. Employees will be able to confidentially report the use of prescription or nonprescription medications both before and after being tested. Employees may consult the testing laboratory for technical information regarding prescription and nonprescription medications.

6. General Provisions

- a. Drug tests may be conducted for any or all of the following drugs:
 - Alcohol
 - Amphetamines
 - Cannabinoids
 - Marijuana
 - Tetrahydrocannabinol
 - Hashish
 - Cocaine
 - Hallucinogens
 - Phencyclidine
 - Methaqualone
 - Opiates
 - Barbiturates
 - Benzodiazepines
 - Synthetic Narcotics

ADMINISTRATIVE PROCEDURE

1106.1
February 16, 2007
AS

- Methadone
- b. An employee who refuses to submit to a drug test as outlined within this procedure is subject to immediate dismissal. An employee who is disciplined may file an appeal with the Public Employees Relations Commission within 30 calendar days of receipt by the employee of the notice of discipline. The notice shall inform the employee of the right to file an appeal or, if applicable, the right to file a collective bargaining grievance pursuant to Section 447, Florida Statutes. An employee who alleges a violation of the Drug-Free Workplace Act that is not covered by the Public Employees Relations commission or an arbitrator, including Senior Management, Selected Exempt, or Other Personal Services employees, must institute any civil action for injunctive relief or damages in a court of competent jurisdiction within 180 days of the alleged violation.
- c. An employee who receives a positive confirmed drug test result may contest or explain the result to the department's Personnel Officer within 5 working days after written notification of the positive test result. If the employee's explanation or challenge is unsatisfactory to the department, the person may contest the drug test result as provided in Section 112.0455, Florida Statutes.

7. Employee Assistance Program

- a. In a sincere effort to help employees who experience personal difficulties which affect or could affect job performance, the department has established an Employee Assistance Program. (The department's administrative procedure number 1101.6 outlines specific information about the Employee Assistance Program.) Through this program, the department recognizes that almost any human problem can be successfully treated provided it is identified in its early stages and referral is made to an appropriate source of care and treatment. This applies whether the problem is physical, mental, emotional, financial, marital or family distress, alcohol or drug abuse, legal, or other concerns. (The employee's group health insurance plan will assist in covering the costs of medical and professional treatment received under the employee assistance program, including treatment for alcohol or drug-related problems.) The Employee Assistance Program seeks to provide

ADMINISTRATIVE PROCEDURE

1106.1
February 16, 2007
AS

department employees with information concerning help that is available and to facilitate referrals to an appropriate treatment resource.

- b. Employees who wish to seek help through the Employee Assistance Program may contact the department's Personnel Officer who serves as the program coordinator. All information will be privileged and handled in a confidential manner. The aim of the program is to provide employees with the help necessary to allow them to continue as effective healthy individuals and productive employees.

8. Prohibition Against Retaliation

- a. Consistent with Section 112.3187, Florida Statutes, it is the policy of this agency that there be no retaliation against an individual because such person has in good faith opposed any offense involving a violation of these provisions, made a charge or testified, assisted or participated in any manner in an investigation, proceeding, or hearing involving an alleged offense involving a violation of these provisions. Retaliatory actions shall subject the perpetrator to disciplinary action up to and including dismissal.
- b. Nothing in this section precludes disciplinary action against an employee who is found to have knowingly filed a false complaint or report of a violation of this procedure against another employee.
- c. If the complainant at any time believes they are experiencing retaliation as a consequence of having filed a complaint, the complainant may make a written statement concerning the facts of the retaliation which will become the subject of a separate but related investigation. This investigation shall be handled in accordance with the Florida Whistle-blower's Act, sections 112.3187 through 112.31895, Florida Statutes.

DEPARTMENT OF COMMUNITY AFFAIRS
ADMINISTRATIVE POLICY AND PROCEDURE

1111.1
February 14, 2008
HR


Secretary of Community Affairs

DCA PROCEDURE 1111.1

TO: All Employees

SUBJECT: Smoking Procedure

I. Policy

- A. This procedure implements the "Florida Clean Indoor Air Act", Chapter 386, Part II, Florida Statutes, and is intended to protect the public health, comfort and environment by ensuring that department buildings and vehicles are free from tobacco smoke.
- B. This procedure recognizes the right of non-smokers to be free of annoying and harmful secondary tobacco smoke, which has been determined by the Surgeon General of the United States to be a substantial health hazard.
- C. This procedure applies to all department buildings, department vehicles, and to any meeting held by the department in a department facility.

II. Authority

Section 120.53, Florida Statutes, Executive Order 07-01, Code of Personal Responsibility.

III. Supersession

This procedure supersedes Department of Community Affairs Procedure 1111.1, dated February 16, 2007.

ADMINISTRATIVE POLICY AND PROCEDURE

1111.1
February 14, 2008
HR

IV. Definitions

- A. Department Facility or Department Building - any building or that portion of a building owned, leased, or rented by the department.
- B. Non-smoker - a person who is not a smoker.
- C. Public Meeting - all meetings open to the public that are conducted in a department facility.
- D. Smoker - any person who uses a lighted tobacco product or other substance.
- E. Smoking or to Smoke - possession of a lighted cigarette, lighted cigar, lighted pipe, or any other lighted tobacco product.
- F. Supervisor - the Section Administrator, Bureau Chief, Division Director, or other organizational equivalent most directly responsible for operations in a work unit.

V. Procedure

- A. Prohibition - no person may smoke in a department building, in a department vehicle, in a public meeting held by the Department in a department facility, or in the covered breezeway area located between the Rudd and Sadowski Buildings.
- B. No-Smoking Areas - All areas in all department buildings, in the covered breezeway between the Rudd and Sadowski Buildings, and all department vehicles, shall be "no smoking" areas.
- C. Action by Department Managers and Employees. This policy requires specific actions by certain department units:
 - 1. A copy of this procedure shall be furnished to any person requesting it, and distributed to all current employees upon the effective date of this procedure.

ADMINISTRATIVE POLICY AND PROCEDURE

1111.1
February 14, 2008
HR

2. All new employees shall be provided a copy of this procedure by the Department's Personnel Office.
 3. Signs shall be posted in department facilities to inform persons that smoking is prohibited.
 4. The full cooperation of all supervisors and employees is expected in order to ensure that fairness and due consideration to others is used in implementing or enforcing this smoking policy.
- D. The Department's Safety Officer shall post no-smoking signs as appropriate.
 - E. Signs noting that smoking is prohibited in the facility shall be posted at the entrance of a building or that portion of a building occupied by the Department.
 - F. The Department may post signs in any areas not already covered in (D) and (E) above to advise persons that smoking is prohibited.
 - G. Signs shall be posted in all department vehicles advising that smoking is prohibited.
- VI. Failure to Follow this Procedure
- A. Any department employee who is found to have violated any provision of this chapter shall be subject to discipline in accordance with the department's disciplinary procedure.
 - B. All persons are hereby advised that pursuant to Section 386.208, Florida Statutes, smoking where prohibited constitutes a non-criminal violation, punishable by a fine of not more than \$100 for the first violation and not more than \$500 for each subsequent violation.
- VII. Prohibition Against Retaliation
- A. Consistent with Section 112.3187, Florida Statutes, it is the policy of this agency that there be no retaliation against an individual because such

ADMINISTRATIVE POLICY AND PROCEDURE


1111.1
February 14, 2008
HR

person has in good faith opposed any offense involving a violation of these provisions, made a charge or testified, assisted or participated in any manner in an investigation, proceeding, or hearing involving an alleged offense involving a violation of these provisions. Retaliatory actions shall subject the perpetrator to disciplinary action up to and including dismissal.

- B. Nothing in this section precludes disciplinary action against an employee who is found to have knowingly filed a false complaint or report of a violation of this procedure against another employee.
- C. If the complainant at any time believes they are experiencing retaliation as a consequence of having filed a complaint, the complainant may make a written statement concerning the facts of the retaliation which will become the subject of a separate but related investigation. This investigation shall be handled in accordance with the Florida Whistle-blower's Act, sections 112.3187 through 112.31895, Florida Statutes.

STATE OF FLORIDA DEPARTMENT OF COMMUNITY AFFAIRS
ADMINISTRATIVE PROCEDURE

1115.1
February 16, 2007
AS


Secretary of Community Affairs

DCA PROCEDURE 1115.1

TO: All Employees

SUBJECT: Sexual Harassment Policy

1. Purpose

This procedure is to define the policies of the Department of Community Affairs relating to sexual harassment, including the process for filing, addressing and resolving sexual harassment complaints. This procedure applies to all Career Service, Selected Exempt Service, Senior Management Service, and Other Personal Services employees of the department as well as to all volunteers and to all applicants for employment.

2. Authority

Authority for the provisions of this procedure is contained in Chapters 9-11 and 60L-36.004, Florida Administrative Code; Sections 110.105, 110.112, 110.227, 110.1221, 112.3187, and 760.10, Florida Statutes; Executive Order 07-01, Code of Personal Responsibility.

3. Supersession

This procedure supersedes Department of Community Affairs Procedure 1115.1, dated October 23, 1998.

4. Policy

- a. Sexual harassment is improper and unlawful conduct that undermines the employment relationship as well as employee morale. The Department of Community Affairs will not tolerate its presence in the workplace. It is the policy of the Department of Community Affairs that each employee be

ADMINISTRATIVE PROCEDURE

1115.1

February 16, 2007

AS

allowed to work in an environment free from prohibited forms of discrimination. Sexual harassment is a form of sex discrimination prohibited under Title VII of the 1964 Civil Rights Act as well as Chapter 760 of the Florida Statutes, and such conduct by an employee constitutes willful violation of the provisions of law and is conduct unbecoming a state employee.

- b. The Department encourages the reporting of all incidents of sexual harassment, regardless of who the offender may be.
- c. All charges of sexual harassment shall be promptly investigated and resolved. An employee found to have sexually harassed another employee or job applicant shall be subject to disciplinary action up to and including dismissal.

5. Definitions

- a. Sexual harassment - any unwelcome sexual advances, unwelcome requests for sexual favors, and other unwelcome verbal or physical conduct of a sexual nature from any person that is directed toward or in the presence of an employee or applicant when:
 - (1) Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
 - (2) Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
 - (3) Such conduct has the purpose or effect of unreasonably interfering with job performance or of creating an intimidating, hostile, or offensive working environment.
 - (4) Examples of sexual harassment include, but are not limited to the following:
 - * unwanted sexual advances,
 - * pressure or demands for sexual favors in exchange for favorable treatment or continued employment,

ADMINISTRATIVE PROCEDURE

1115.1
February 16, 2007
AS

- * unwelcome verbal or physical conduct of a sexual nature directed towards any person by an employee,
- * telling sexually explicit jokes or making remarks of a sexual nature in front of people who find them offensive,
- * telling stories about sexual experiences,
- * displaying sexually suggestive pictures such as Playboy centerfolds, cartoons, calendars, posters, or other objects,
- * pressuring or repeatedly asking an employee for a date,
- * uninvited physical contact such as pinching, patting, hugging, or kissing,
- * sending sexually suggestive E-mail messages, faxes, or other correspondence,
- * making sexually suggestive telephone calls,
- * touching an employee or non-employee on the body while talking,
- * whistling, leering, or prolonged staring at a person,
- * repeatedly inquiring about an individual's personal life, or
- * verbal commentary about an individual's body.

These behaviors are unacceptable in the workplace itself and in other work-related settings such as business trips, court appearances, training sessions or conferences, and business-related social events.

- (5) A woman or a man may be the victim of sexual harassment. The harasser does not have to be the victim's supervisor. The victim does not have to be of the opposite sex from the harasser.
 - (6) A victim of sexual harassment does not have to be the person toward whom the conduct is aimed, but could be anyone affected by the offensive conduct.
- b. Supervisor – any employee, including a Selected Exempt Service employee, Senior Management Service employee, Other Personal Services employee or other official who has the authority and responsibility of supervising other employees.

6. Employee Responsibilities

- a. Recognize that you and your coworkers have the legal right to work in an

ADMINISTRATIVE PROCEDURE

1115.1
February 16, 2007
AS

environment that is free from sexual harassment and intimidation.

- b. Review this policy on sexual harassment and learn how to report complaints.
- c. If you believe you are being sexually harassed on the job, immediately tell the harasser that the conduct is not welcome and you want it to stop.
- d. If you do not feel comfortable confronting the harasser directly, immediately advise your supervisor, a higher-level manager, the Sexual Harassment Officer, the Personnel Officer, the Assistant Secretary, or the Secretary.
- e. If you confront the harasser directly and the conduct continues, immediately contact your supervisor, a higher-level manager, the Sexual Harassment Officer, the Personnel Officer, the Assistant Secretary, or the Secretary and advise them of the conduct.
- f. Document the unwelcome behavior and carry out your warning by filing a complaint.
- g. If you are aware that a coworker is sexually harassing another coworker, or that an employee is being harassed by a non-employee, report it.

7. Supervisor and Manager Responsibilities

- a. Understand that sexual harassment ranges from verbal comments that are of a sexual nature to actual assault and rape.
- b. Understand that a victim does not have to be the person to whom the conduct is directed, but can be another employee or other person who is offended by the conduct.
- c. Immediately respond to any hint of sexual harassment by addressing the matter and advising your managers.
- d. Immediately address the issue when you know, or have some reason to suspect, that sexual harassment exists in the workplace.

ADMINISTRATIVE PROCEDURE

1115.1
February 16, 2007
AS

8. Notice to Employees

- a. Each employee of the Department shall be furnished with a copy of this procedure and shall sign a written statement to that effect. This statement shall be placed in the employee's permanent personnel file.
- b. Each employee shall be given a reasonable opportunity to discuss this procedure and the issue of sexual harassment with his or her immediate supervisor, Division Director, the EEO/AA Officer, the Sexual Harassment Officer, or the Department Personnel Officer.
- c. The Department shall take reasonable measures to inform employees of any changes in the provisions of this procedure.
- d. The Department shall provide periodic training to employees on the issue of sexual harassment.

9. Procedure for filing a Complaint

- a. The Secretary of Community Affairs shall appoint a Sexual Harassment Officer to receive complaints of sexual harassment. The Sexual Harassment Officer is a neutral party available to provide information and training opportunities on sexual harassment and the Department procedures for filing and investigating a sexual harassment complaint. The Sexual Harassment Officer shall not act as an advocate for any party at any time. If the Sexual Harassment Officer becomes aware that sexual harassment is occurring which involves an employee, job applicant, or any other person in contact with an employee during the course of the Department's business, he or she shall immediately report such information to the Secretary, Assistant Secretary, or the Department Personnel Officer.
- b. Complaints shall be filed within 90 calendar days from the date of the incident(s) giving rise to the complaint, and shall be in writing, signed by the Complainant, and contain the following information:
 - (1) The name, work address, and work telephone number of the

ADMINISTRATIVE PROCEDURE

1115.1

February 16, 2007

AS

person filing the complaint;

- (2) The name of the person(s) who allegedly committed the act of sexual harassment, those persons alleged to have been adversely affected by the incident(s), and the names of any witnesses to the incident(s);
- (3) A clear and concise statement of the facts, including pertinent dates, locations, and any other documentation or evidence in support of the complaint.
- (4) In the event that a person makes an oral complaint, the Sexual Harassment Officer shall counsel the person regarding complaint processing procedures, and if requested, will assist the person in reducing the complaint to writing.
- (5) A complaint may be amended to cure technical defects, omissions, or to clarify or amplify allegations made therein. An amendment may be filed at any time before a determination is rendered.

10. Investigation Procedure

- a. Upon receipt by the Sexual Harassment Officer of a written complaint of sexual harassment, the Sexual Harassment Officer shall advise the Complainant within three working days regarding the investigative procedures as defined in this Section. This time period may be expanded upon the justifiable unavailability of the Sexual Harassment Officer.
- b. The Sexual Harassment Officer shall also forward the written complaint to the Secretary of Community Affairs or to the Assistant Secretary within three working days of receipt of the written complaint. The Secretary or Assistant Secretary shall appoint a person or persons to investigate the complaint, and the Complainant shall be notified of the name of the Investigator(s). In no case shall the Investigator(s) be involved in any way in the acts described in the complaint.
- c. Within thirty calendar days of the receipt of the complaint, the Investigator(s) shall:

ADMINISTRATIVE PROCEDURE

1115.1
February 16, 2007
AS

- (1) Interview the Complainant in person to obtain any additional information that may be needed to clarify the complaint;
 - (2) Prepare a written summary of the complaint; and
 - (3) Obtain the Complainant's signature verifying that the written summary accurately represents the information provided by the Complainant.
- d. Upon signature by the Complainant, the Investigator(s)'s written summary, along with the initial complaint filed by the Complainant, shall become the final complaint.

11. Complaint Disposition

- a. Prior to proceeding further with the investigation, the Respondent shall be furnished with a copy of the final complaint.
- b. At this point, the Investigator(s), the Secretary of Community Affairs, the Department Personnel Officer, or a Department employee designated by the Secretary of Community Affairs may inquire of the Complainant and the Respondent as to a mutual resolution of the complaint. If the parties agree upon an acceptable resolution of the complaint, the proposed solution shall be forwarded to the Secretary of Community Affairs for approval. Upon such approval, the matter shall be closed. If the parties do not agree on an acceptable resolution or if the Secretary of Community Affairs does not approve the proposed solution, the complaint shall be further investigated and resolved as provided in this procedure.
- c. If the investigation proceeds further, within 30 calendar days after preparing the final complaint, the Investigator(s) shall interview such witnesses and take such statements deemed necessary to provide a written report of the facts of the complaint to the Secretary of Community Affairs. Upon the written recommendation of the Investigator(s), the Secretary of Community Affairs may extend the noted investigation period for an additional 15 calendar days.

ADMINISTRATIVE PROCEDURE

1115.1

February 16, 2007

AS

- d. Within 15 calendar days following receipt of the Investigator's completed report and findings, the Secretary of Community Affairs shall render a written decision to the Complainant and to the Respondent either to dismiss the complaint or to initiate corrective action.

12. Proceedings Prior to taking Disciplinary Action

- a. If the Respondent is a Career Service employee and if it is determined that disciplinary action is warranted, the procedures established pursuant to Chapter 60L-36, Florida Administrative Code, for taking disciplinary actions against Career Service employees shall be followed.
- b. If the Respondent is a non-Career Service employee (Selected Exempt, Senior Management, OPS), the Respondent shall be afforded the opportunity to request a conference to rebut the charge(s) after the Secretary of Community Affairs receives the completed investigation and prior to final action being taken. If requested, this conference will be conducted by the Secretary of Community Affairs or a Department employee so designated by the Secretary.

13. Disciplinary Action

- a. Any employee of the Department who is found to have sexually harassed another employee, an applicant for employment, or any other person in contact with the employee during the course of the Department's business, shall be subject to disciplinary action up to and including dismissal in accordance with Chapter 9-11, Florida Administrative Code.
- b. Any supervisor or manager who is made aware of, or has actual knowledge of, sexual harassment in the workplace and does not report the matter to the Secretary of Community Affairs, the Assistant Secretary, his or her Division Director, his or her supervisor, the EEO/AA Officer, the Sexual Harassment Officer, or the Department Personnel Officer, shall be subject to disciplinary action up to and including dismissal in accordance with Chapter 9-11, Florida Administrative Code.
- c. Any employee who knowingly files a false complaint of sexual harassment or provides false information regarding such a complaint shall be subject

ADMINISTRATIVE PROCEDURE

1115.1
February 16, 2007
AS

to disciplinary action up to and including dismissal in accordance with Chapter 9-11, Florida Administrative Code.

14. Records of Investigation and Disposition

- a. No information regarding the investigation of a complaint of sexual harassment shall be placed in the Respondent's personnel file or in the Complainant's personnel file until a determination is rendered by the Secretary of Community Affairs and a disciplinary action is taken in accordance with the provisions of Chapter 9-11, Florida Administrative Code. Furthermore, only substantiated complaints shall be placed in the Respondent's personnel file. The Respondent shall be afforded the right to place a statement about the matter in his or her personnel file.
- b. The Department Personnel Office shall retain the complaint and investigative files following final disposition of the complaint. These documents shall be maintained in accordance with Chapter 119, Florida Statutes.
- c. All complaints and other records that relate to charges of sexual harassment are exempt from the public records law and shall be protected from disclosure. In accordance with Section 119, Florida Statutes, confidentiality exists until a finding is made relating to probable cause, the investigation of the complaint becomes inactive, or the complaint or other records are made part of the official record of any hearing or court proceeding.
- d. All allegations of sexual harassment brought to the attention of the Department shall be investigated in a confidential manner so as to protect the privacy of persons involved. Confidentiality will be maintained throughout the investigatory process to the extent practical and appropriate under the circumstances.

15. Prohibition Against Retaliation

- a. Consistent with Section 112.3187, Florida Statutes, it is the policy of this agency that there be no retaliation against an individual because such person has in good faith opposed any offense involving a violation of

ADMINISTRATIVE PROCEDURE

1115.1

February 16, 2007

AS

these provisions, made a charge or testified, assisted or participated in any manner in an investigation, proceeding, or hearing involving an alleged offense involving a violation of these provisions. Retaliatory actions shall subject the perpetrator to disciplinary action up to and including dismissal.

- b. Nothing in this section precludes disciplinary action against an employee who is found to have knowingly filed a false complaint or report of a violation of this procedure against another employee.
- c. If the complainant at any time believes they are experiencing retaliation as a consequence of having filed a complaint, the complainant may make a written statement concerning the facts of the retaliation which will become the subject of a separate but related investigation. This investigation shall be handled in accordance with the Florida Whistle-blower's Act, sections 112.3187 through 112.31895, Florida Statutes.

16. Complainant's Right to Seek Remedy Outside of the Department

If the complaint is dismissed or if the Department takes corrective action but the Complainant still wishes to file a grievance for the alleged violation, or if the Complainant does not wish to file a complaint and pursue remedies within the Department, he or she may file a written complaint with the federal Equal Employment Opportunity Commission or with the Florida Human Relations Commission.

STATE OF FLORIDA DEPARTMENT OF COMMUNITY AFFAIRS
ADMINISTRATIVE PROCEDURE

1116.1
February 16, 2007
AS


Secretary of Community Affairs

DCA PROCEDURE 1116.1

TO: All Employees

SUBJECT: Violence in the Department of Community Affairs' Workplace

1. Purpose

This procedure is to heighten awareness of violence in the workplace including all aspects of domestic violence and to provide guidance for employees and management to address the occurrence of violence, and its effects in the workplace. Language addressing domestic violence and its effects in the workplace is included as a part of this procedure.

2. Authority

Authority for the provisions of this procedure is contained in Section 110.1091, Florida Statutes; Sections 112.0455(11) and 112.313(8), Florida Statutes; Section 119.07(1) and 119.071, Florida Statutes; Executive Order 07-01, Code of Personal Responsibility.

3. Supersession

This procedure supersedes Department of Community Affairs Procedure 1116.1, dated September 30, 1997.

4. Definitions

- a. Arrest – any detainment of an employee by a law enforcement agency or to have a court order issued against the employee for an act of violence, actual or implied.

ADMINISTRATIVE PROCEDURE

1116.1

February 16, 2007

AS

- b. Batterer or Perpetrator – the individual who threatens or perpetrates an act of violence, including but not limited to domestic violence.
 - c. Domestic Violence – includes but is not limited to stalking or other patterns of coercive behavior that are used by one person to control another by means of physical, sexual, emotional or psychological violence, intimidation, verbal abuse or economic control. Domestic violence is also defined in Section 741.28, Florida Statutes.
 - d. EAP – the department's Employee Assistance Program.
 - e. Supervisory Referral – the referral of an employee to the EAP by the employee's supervisors or appropriate authority within the department.
 - f. Victim – an individual who suffers personal physical injury, emotional trauma or death as a result of a threat or an act of violence.
 - g. Weapon – a device, instrument or material which is used or intended to be used in the destruction of life or the infliction of bodily injury.
 - h. Harassment – series of acts (over a period of time, however short, indicating a continuity of purpose) directed at a specific person to cause substantial emotional distress and to serve no legitimate purpose. Also defined in Section 914.24(3)(a), Florida Statutes.
 - i. Battery – actually and intentionally touching or striking another person against the will of that person or intentionally causing bodily harm to another person. Also defined in Section 784.03, Florida Statutes.
 - j. Assault – an intentional, unlawful threat to do violence to another person, coupled with having the ability to do the violence, and creating a fear in the other person that violence is imminent. Also defined in Section 784.011, Florida Statutes.
5. Policy

It is the policy of the Department of Community Affairs to use early intervention and awareness strategies as a first line of defense in order to avoid or minimize the occurrence and effects of violence in the workplace, both domestic and non-domestic. The department will offer assistance to victims and perpetrators, as

ADMINISTRATIVE PROCEDURE

1116.1
February 16, 2007
AS

well as discipline perpetrators of such acts in accordance with the department's disciplinary policy.

The Department of Community Affairs will not tolerate any type of violence by any individual while in state offices, facilities, work sites, vehicles, or during the performance of state business. This includes the display of any violent, aggressive, or threatening behavior (verbal or physical) that results in physical injury or emotional trauma or otherwise places any person's safety or productivity at risk.

Any employee who threatens, harasses, or batters someone at the workplace or from the workplace using any state resources such as state time, workplace phones, FAX machines, mail, e-mail, the Internet or other means will be subjected to corrective and/or disciplinary action, which may include dismissal, notification of law enforcement, referral to counseling, or as further defined by the department's administrative procedures.

6. Procedures Regarding Assistance for Victims

- a. An employee of the Department of Community Affairs who is or may be a victim of violence and needs assistance is encouraged to contact their supervisor, Division Director, the Secretary, Assistant Secretary, or the Personnel Officer so that appropriate measures may be taken regarding safety, security, referral to counseling, and if necessary, other referrals. This information shall be held in confidence and shall only be shared when necessary to provide increased security at the workplace for all employees.
- b. Any employee who is or has expressed to management a possibility that he/she may be a victim of violence, whether at the workplace or elsewhere, will be treated with sensitivity and confidentiality. Appropriate action will be evaluated and implemented so as to heighten security and safety for these employees.
- c. The department may grant leave with or without pay, adjust schedules or work assignments, move the employee's work location/office, as appropriate, for employees who are victims or potential victims of violence to include time off for medical and/or legal assistance, court appearances, counseling, relocation, or to make other necessary arrangements to provide for the employee's safety.

ADMINISTRATIVE PROCEDURE

1116.1

February 16, 2007

AS

- d. Any employee who is or has expressed to management a possibility that they may be a victim of violence, whether at the workplace or elsewhere, will be treated with sensitivity and confidentiality.

7. Procedures Regarding Assistance for Batterers and/or Perpetrators

- a. Employees who are perpetrators of an act of violence, including domestic violence, are also encouraged to seek assistance and contact their supervisor, their Division Director, or the EAP Coordinator. The aim of the department will be to help these employees obtain professional assistance in resolving the violence issues and thereby enable them to continue performing their jobs in a productive manner.
- b. An employee arrested, or issued an injunction, for an incident of domestic violence shall notify their unit director or supervisor. Failure to provide such notification by the end of the first working day following the occurrence may result in dismissal.
- c. Once it is determined (either through self-reporting or through documentation) that an employee has been arrested or issued an injunction for an incident of domestic violence away from the workplace, the employee must meet with his/her supervisory personnel on the employee's first day back to work after the incident. A supervisory referral will be made to the Employee Assistance Program. If the incidence of domestic violence occurred at a department facility or was against a department employee, the Division/unit manager and Personnel Officer will evaluate appropriate action including a possible supervisory referral to the Employee Assistance Program and/or possible disciplinary action up to and including dismissal.
- d. After referral to the Employee Assistance Program, the treatment process and reporting and recordkeeping will be handled as prescribed in that policy (Administrative Procedure #1101.6). The EAP Provider will determine the appropriate course of action in each case.
- e. If the Employee Assistance Program Provider recommends a course of counseling concurrent with a batterers' intervention program, or instead of a batterers' intervention program, and the employee successfully completes that recommended program, no further action will be taken.
- f. If an employee refuses, or in any other way does not successfully complete a batterers' intervention program or other program recommended by the

ADMINISTRATIVE PROCEDURE

1116.1
February 16, 2007
AS

Employee Assistance Program Provider, the employee will be subject to disciplinary action up to and including dismissal.

8. Time, Attendance and Cost Responsibilities

- a. The department may grant leave with or without pay and/or adjust schedules or work assignments, as appropriate, for employees who are victims, potential victims, and perpetrators of violence to include time off for medical and/or legal assistance, court appearances, counseling, relocation, or to make other necessary arrangements to provide for employee safety.
- b. With the exception of initial appointments with the department's EAP Provider, as described in Administrative Procedure #1101.6, it is the responsibility of the employee to incur all costs associated with intervention programs. Any exceptions will be approved in advance by the Secretary or the Assistant Secretary in consideration of the circumstances of the given issue and/or in accordance with established department procedures and the law.

9. Training, Education and Resources

- a. The department will provide, encourage, and promote workplace violence education and/or training for department employees for the purpose of preventing violence in the workplace. Special emphasis will be placed on workplace security and safety, the training and utilization of the department's EAP or its equivalent, appropriate training for supervisory personnel on detection, appropriate personnel actions, the need for confidentiality and record keeping, and referral for employees affected by any type of violence.
- b. The department's Personnel Officer shall maintain a list of resources available to assist victims of violence and to assist perpetrators of violence. In addition and as appropriate, the department may publish, and post in locations of high visibility, such as bulletin boards and break rooms, a list of resources available to victims of violence and perpetrators of violence to include but not be limited to the following: information on crimes compensation and victims rights which may be obtained by calling the Statewide Victim Information and Referral Hotline number at (800) 226-6667, the Statewide Domestic Violence Hot line Number at (800) 500-1119, the phone number and a description of local domestic violence center services, a listing of batterers' intervention programs, the department's Employee

ADMINISTRATIVE PROCEDURE

1116.1

February 16, 2007

AS

Assistance Program phone number, and/or other appropriate referral information.

10. Employment Screening and Other Employment Issues

All prospective employees of the department will undergo an appropriate level of employment security screening to include a history of prior convictions for a crime of violence, including domestic violence. This screening will be done through self-disclosure on state employment applications. A more extensive review may be done, as determined appropriate by the Personnel Officer in consultation with division/unit managers. If an applicant for employment indicates on their application that they are currently a respondent (or have ever been a respondent) on an injunction for protection, their application will be considered on a case-by-case basis, much in the same way other past criminal convictions are evaluated.

11. Disciplinary Actions

The perpetration of acts of domestic violence is considered conduct unbecoming a public employee and is prohibited.

- a. Any employee who threatens, harasses, or abuses someone at the workplace or from the workplace using any State resources may be disciplined up to and including dismissal.
- b. Any employee who is arrested, or issued an injunction, for a first occurrence of domestic violence may be disciplined up to and including dismissal.
- c. Any employee who is arrested, or issued an injunction, for a second occurrence of domestic violence and who has been afforded the opportunity to complete a batterers' intervention program may be disciplined up to and including dismissal.

12. Privacy, Confidentiality and Record Keeping

Pursuant to Section 110.1091, Florida Statutes, any communication relative to an employee's participation in an EAP or equivalent program shall be confidential communication between program personnel of the employing department and the participating employee to the extent allowed by law.

ADMINISTRATIVE PROCEDURE

1116.1
February 16, 2007
AS

The department will inform victims of the provisions of Section 119.07(3)(s), Florida Statutes, that information about a person who is a victim of certain crimes, including domestic violence, shall be confidential for a term of five years. This provision requires that before material will be considered confidential, the victim must make a written request for such information to be held confidential.

Records relating to victims or perpetrators of violence shall be maintained by the department with the appropriate level of confidentiality.

13. Weapons

With the exception of duly authorized persons performing official state duties, the possession, use, or threat of use of a weapon is not permitted in the workplace or on state property, including state vehicles, unless an approved requirement of the job or as authorized by the department in writing and in advance. Any employee who becomes aware of another employee possessing a weapon at the workplace that is not authorized to do so shall notify their immediate supervisor or division/unit manager as quickly as is possible. The supervisor or manager shall notify the Personnel Officer or the Assistant Secretary who shall review the information and make recommendations for action, including the notification of law enforcement agencies. Any unauthorized possession, use, or threat of use of a weapon by an employee of the Department of Community Affairs will result in appropriate disciplinary action being initiated, up to and including dismissal.

14. Reporting Responsibilities

In the shared interest of providing a safe working environment for all employees, customers, and guests of the Department of Community Affairs, employees have an obligation to report incidents or threats of incidents of workplace violence to the appropriate supervisors or managers. The department shall respond quickly and appropriately to such reports as defined in this procedure and the other administrative procedures of the department. Appropriate responses may include but shall not be limited to corrective and/or disciplinary action, termination of employment, notification to law enforcement, or Employee Assistance Program referral.

15. Prohibition Against Retaliation

- a. Consistent with Section 112.3187, Florida Statutes, it is the policy of this agency that there be no retaliation against an individual because such person has in good faith opposed any offense involving a violation of these

ADMINISTRATIVE PROCEDURE

1116.1

February 16, 2007

AS

provisions, made a charge or testified, assisted or participated in any manner in an investigation, proceeding, or hearing involving an alleged offense involving a violation of these provisions. Retaliatory actions shall subject the perpetrator to disciplinary action up to and including dismissal.

- b. Nothing in this section precludes disciplinary action against an employee who is found to have knowingly filed a false complaint or report of a violation of this procedure against another employee.
- d. If the complainant at any time believes they are experiencing retaliation as a consequence of having filed a complaint, the complainant may make a written statement concerning the facts of the retaliation which will become the subject of a separate but related investigation. This investigation shall be handled in accordance with the Florida Whistle-blower's Act, sections 112.3187 through 112.31895, Florida Statutes.



STATE OF FLORIDA
DIVISION OF EMERGENCY MANAGEMENT

RICK SCOTT
Governor

BRYAN W. KOON
Director

STATE OF FLORIDA
DIVISION OF EMERGENCY MANAGEMENT

**PURCHASING CARD PROGRAM
USER POLICY
(Effective September 16, 2011)**

A handwritten signature in black ink, appearing to read "Bryan W. Koon".

Bryan W. Koon, Director

SECTION 1

PURCHASING CARD USER GUIDELINES

The guidelines contained in this manual apply to all Division employees who have been issued a State of Florida Purchasing Card (P-Card) or who have direct or delegated responsibilities under the P-Card system.

I. GENERAL

P-Cards may only be used for official state-related purposes. P-Cards are only issued to employees of the Division in either an established or OPS position. Participation in the P-card program is a privilege and not a right. The P-card is the property of the State of Florida. If there is a question about the purpose of a purchase or if the use of the P-Card is questioned, contact the Division Purchasing Card Program Administrator for clarification. Division of Emergency Management P-Cards will be used to purchase commodities and pay for travel. Purchases must follow appropriate state procurement laws and guidelines, and travel expenses must comply with Section 112.061, Florida Statutes and be 100% reimbursable.

State contract merchants/vendors should be used when making purchases, unless the needed commodities are not available through state or Division contracts.

Any employee who makes purchases or attempts to make purchases that violate state laws, Division P-Card policy, or guidelines contained in this manual or assists another employee in such purchase, or fails to report the violation shall be subject to disciplinary action.

Cardholders are encouraged to use certified State of Florida minority merchants, and purchase commodities that are made of recycled material or of recycled content. Employee participation is the key to the continued success of these programs.

The P-Card should not be used for the following purchases, including but not limited to: 1) recurring contractual services in a fiscal year; 2) gifts or awards for current, retiring or retired employees; 3) employee's personal relocation expenses; or 4) perquisites that are taxable fringe benefits. The Division Purchasing Card Program Administrator should be contacted for other than routine purchases.

Any cardholder with a single transaction limit greater than \$20,000.00 will be required to file a Financial Disclosure form with the Florida Commission on Ethics.

The standard single transaction and cycle credit limit for non-purchasing agents is \$1,000 or \$25,000 for purchasing agents. Requests for any amount in excess of the standard single transaction or cycle credit limits must be accompanied by a justification. Approval will be based on justification and most commonly will be for a staff member whose purchasing responsibility is for a large number of staff or has excessive travel

requirements. Other approvals will also be granted for areas whose budget and purchasing/travel activity can support the requests.

Purchases made with the P-Card within the State of Florida are exempt from state sales and use tax. Cardholders are required to notify the merchant of the tax-exempt status. However, they are authorized to allow tax to be charged to their P-Card if the vendor refuses to grant tax-exempt status when the card is presented. A written notation should be made to that effect when the receipt is submitted. Questions regarding unauthorized expenses should be directed to the Division Purchasing Card Program Administrator. The tax-exempt number is listed on each P-Card.

Merchants should not charge the P-Card account until the merchandise is received by the cardholder or shipped by the vendor. The cardholder should only forward the receipt for approval after the receipt of the merchandise. If the account is charged before receipt of goods or services, the charge should be placed in disapproved status and a credit should be requested from the vendor.

The vendor should send the original delivery receipt and the item purchased to the "ship to" address.

P-Cards will be immediately canceled and destroyed for any of the following:

1. Cardholder terminates employment with the Division;
2. Cardholder no longer requires a P-Card;
3. Cardholder reports the loss or theft of P-Card; and/or
4. Cardholder misuses the P-Card.

II. RESPONSIBILITIES

A. Supervisors will:

1. Approve potential cardholders.
2. Recommend the spending limits and types of purchases attached to each card.
3. Authorize the completed **Cardholder Profile Information** form (Appendix A).
4. Forward completed forms to the Division Purchasing Card Program Administrator.
5. Notify the Division Purchasing Card Program Administrator of needed card cancellations/replacements and changes in the cardholder status.
6. Ensure cardholders that are terminating employment stop using the P-Card immediately upon notification of the termination, and reconcile all outstanding P-Card transactions with the appropriate payer prior to termination.
7. Supervisors are responsible for collecting the P-Card from employees upon termination. Supervisors must ensure that the collected card is cut in half, taped to the **Cardholder Termination Form** (Appendix D) and forwarded to the Division Purchasing Card Program Administrator.

B. Division Purchasing Card Program Administrator will:

1. Be accountable for all P-Cards issued and must maintain appropriate records to inventory and verify all P-Cards issued.
2. Serve as the Division contact person with the P-Card Contractor and the Department of Financial Services (DFS).
3. Upon request, assist Division Directors/Program Managers/Division Purchasing Card Liaison/Personnel Officer with completion of Cardholder Profile Information and **Approver Profile Information** forms (Appendix B).
4. Receive Cardholder Profile Information form from Division Directors/Program Managers/Division Purchasing Card Liaison/Personnel Officer requesting P-Cards and review for completeness and compliance with policy and guidelines.
5. Resolve any questions that arise with the profile form.
6. Ensure that requests for a single transaction or cycle credit limits in excess of the standard limit are documented with supporting justification.
7. Ensure that single transaction limits above \$1,000 are approved by the Division Director or designee. (Chief Financial Officer Memorandum #4 1998-1999)
8. Ensure that requests for a credit limit in excess of \$25,000 are supported by justification.
9. Input cardholder profile information into the Purchasing Card Module and electronically forward information to Card Contractor requesting issuance of P-Cards.
10. Input approver profile information into the Purchasing Card Module.
11. Maintain the profile for each cardholder and approver to include parameters, default account codes and spending limits in the Purchasing Card Module. Retain signed and approved copies in a secure location.
12. Receive and account for P-Cards from Card Contractor. Maintain all P-Cards and related documentation containing P-Card numbers in a secure location. Notify Card Contractor immediately of any P-Cards not received as requested.
13. Obtain completed and signed Cardholder Agreement (Appendix C) from the employee upon submission of P-Card to employee.
14. Coordinate required FLAIR¹ training as appropriate.
15. Provide Division specific training to prospective Division cardholders explaining the policy, guidelines and process.
16. Obtain certificates of completion from employees at the end of each Division specific training session.
17. Maintain Cardholder Agreements and documentation that training has been completed.
18. Generate Information Warehouse (IW) report of unprocessed

¹ FLAIR training will be scheduled through the Division Purchasing Card Program Administrator.

transactions with elapsed time of five or more days. The IW report is downloaded to an Excel file and disseminated via e-mail to all Division payers on a daily basis.

19. Call appropriate approver to determine status of payment and assist, if necessary, in resolution to ensure timely payment.
20. After 9 days without a documented dispute, ensure the approval of unprocessed charges for payment. Attempt to resolve unprocessed charges with approver and/or cardholder prior to submission for payment, including the determination and input of previously omitted accounting information, (e.g. object code)². If payment is authorized without a receipt, coordinate with approver or other appropriate staff to have receipts and supporting documentation forwarded for payment notation. Once receipts and supporting documentation have been noted with payment voucher number, forward to Payer.
21. Generate IW report of new charges, download to an Excel file and disseminate via e-mail to all cardholders on a daily basis. This new charge report provides the cardholder time to review charges for appropriateness.
22. Receive and review **Cardholder Statement of Disputed Items** form (Appendix F) for completeness. Submit form to Card Contractor. Maintain file of disputed charges and monitor status of disputed items until resolved and closed.
23. Immediately cancel P-Card upon notification of the following, and dispose of destroyed P-Cards upon receipt, if:
 - a. Cardholder terminates employment with the Division;
 - b. Cardholder no longer requires a P-Card;
 - c. Cardholder reports the loss or theft of P-Card;
 - d. Cardholder misuses the P-Card; and/or
 - e. Cardholder has not utilized the card for 12 consecutive months, unless the card is for a Reservist, and it is held at \$1.00 until needed.
24. Notify Division Purchasing Card Liaison/Personnel Officer of possible abuses or attempted abuses of P-Card detected through reconciliation or review of monthly exception report. (See Purchasing Card Program Contact Section of this Policy)
25. Permit access at the appropriate level in the FLAIR Purchasing Card Module to new approvers and make changes to the control requirements of existing approvers.
26. Conduct reviews of offices for compliance with these guidelines.
27. Monitor purchases to ensure compliance with purchasing rules and regulations.
28. Notify cardholder and cardholder's supervisor of non-compliance with purchasing rules and regulations.

² Division Purchasing Card Program Administrator will follow the same procedures as the Payers when payments are approved. Once documentation is completed it will be forwarded to the Payer.

29. Mark formally disputed charges with disapproval code 081 with a description of "Dispute filed (date)" on the Charge/Maintenance screen in the Purchasing Card Module. Track disputed P-Card items daily to ensure that the appropriate credit is received; notify cardholder if expected credit is not received. Notify payer and cardholder when credit received for appropriate processing in the FLAIR Purchasing Card Module.
30. Reset user passwords in the FLAIR Purchasing Card Module when notified.

C. Cardholder must:

1. Prior to receiving a P-Card, attend Division specific training and sign a Cardholder Agreement, acknowledging their responsibilities with respect to the use of the card.
2. Follow appropriate Florida Statutes and Division guidelines when making commodity purchases, and/or incurring travel related expenses. Abuse or misuse of this privilege subjects cardholder to termination of P-Card privileges and disciplinary action.
 - a. Misuse of card privileges include, but are not limited to, negligence in performance of cardholder and participant responsibilities; non-compliance with established transaction processes, and carelessness in maintaining card security.
 - b. Abuse of the P-Card by any Division employee includes, but is not limited to, falsification of records, fraud, and theft, using the card for personal gain, allowing another individual to use the cardholder's card or account number, repeated non-compliance with processes and procedures, or divulging confidential information.
3. ~~Ensure the security of the P-Card, as well as protect the P-Card information, (e.g. card account number). The cardholder shall not use the P-Card to pay for expenses incurred by someone other than themselves, except for the purchase of general use office supplies or commodities. Nor should cardholder allow another individual to use their P-Card to pay for such expenses.~~
4. Immediately notify the Card Contractor and the Division Purchasing Card Program Administrator if a P-Card is lost or stolen. Lost or stolen cards reported missing over the telephone will have charges blocked **immediately**. Cardholder must contact his/her Division Director/Program Manager/Division Purchasing Card Liaison/Personnel Officer to obtain a replacement card. **The Card Contractor should only be contacted directly to report lost or stolen cards. All other contact with the Card Contractor will be made by the Division Purchasing Card Program Administrator.**
5. Prior to making a purchase, cardholders should remind vendors that state sales and use taxes should not be charged to their P-Card. If a

- vendor fails to grant tax-exempt status when the card is presented, a written notation should then be made to that effect when the receipt is submitted.
6. If the credit card number is on the receipt, it should be redacted prior to submission to the Division Finance.
 7. Forward a copy of the approved P-Card requisition within 3 calendar days to the supervisor. If circumstances prevent a cardholder from forwarding P-Card requisition to the approver within 3 calendar days, the cardholder must notify the approver of the charges by phone or e-mail.
 8. Identify disputed items and attempt to reach a resolution directly with the merchant that provided the item or service. In most cases, disputes can be resolved directly between the cardholder and the merchant. Attempts to resolve any problem with the merchant must be documented by the cardholder. In some instances the merchant will issue the cardholder a credit. If a cardholder returns any merchandise, a credit should be issued to the cardholder's P-Card account and a credit receipt obtained. **Under no circumstances may a cardholder receive cash.** The credit will appear on the P-Card charge queue and must be verified by the Approver after receiving documentation from the cardholder. If the merchant refuses to resolve the dispute by the next P-Card billing cycle, then the cardholder must complete and sign a Cardholder Statement of Disputed Items form and forward the original form to the Division Purchasing Card Program Administrator and a copy to the cardholder's approver. Cardholder must document all attempts to resolve disputed items and submit along with the dispute form. If the item involves a reservation or order that has been canceled, obtain a cancellation number and include it on the dispute form.
 9. Division Finance will keep the original of all supporting documentation, i.e. quotes, bids, and documentation of merchant discussions. This becomes the audit file for purchasing in lieu of the purchase order file
 10. Upon termination of employment with the Division:
 - a. Discontinue P-Card activity,
 - b. Return the P-Card to their Supervisor,
 - c. Reconcile all outstanding P-Card transactions with the appropriate approver prior to termination.

D. Cardholder will:

Obtain, sign and forward P-Card receipts within 3 calendar days to Division Finance. If circumstances prevent a cardholder from forwarding P-Card receipts to the payer within 3 calendar days, the cardholder must notify the payer of the charges by phone or e-mail. The cardholder may be a designated Traveler or Buyer.

E. Approver will:

1. Attend training on the use of FLAIR Purchasing Card Module.
2. Ensure the receipts are received in a timely manner and all required supporting documentation is attached.

Levels of Approvers:

- Level 1 – Approver: Division Finance
- Level 3 – 4 Approver: Division Finance
- Level 5 Approver: Division Finance Supervisor
- Level 8 Approver: Division Finance

EXAMPLES OF SUPPORTING DOCUMENTATION

Commodity Purchases	Travel Events
Requisition	Requisition for Travel Authorization
Receipts	Receipts

3. Ensure cardholder signature and received date is on the receipt. This will document the date the goods and services were received. If sales tax is on the receipt, ensure cardholder has made a written notation on the receipt explaining the conditions for the tax charge. If the purchase is less than \$100 and the vendor is reluctant to issue credit, make a note on the invoice. If the purchase is over \$100 we must request and receive a credit.
4. Monitor P-Card transactions **daily** to ensure transactions are forwarded to Division Finance within 3 days. As transactions are reviewed, enter the appropriate organization code, expansion option, version, and object code into the FLAIR Purchasing Card Module. **If the charge is for travel, enter the dates of the travel (e.g.; 2/6-8/04-Miami) in the first 'Description' field. Enter the Traveler's Vendor Number in the 'Sub-vendor' field on the FLAIR screen.** If appropriate, distribute the charges across organizational levels and object codes.
5. Division Purchasing Card Program Administrator will notify approver to close out disputed cases when associated credits are received.
6. Research all transactions rejected by the payer and provide the missing information within 24 hours of receipt of the rejection transaction.
7. **Ensure all credit card numbers are redacted.** These may appear in various places on the receipts/invoices, or cash register receipts. This is a very important security measure.
8. If we are paying for a training class or registration involving no travel, we need to include a requisition that contains benefits to the state and

the Social Security number(s) of registrant(s).

9. Forward supporting documentation for the transaction (See number 2 above.) to the payer immediately after the charge has been approved.

F. Division Finance will:

1. Attend training sessions on the use of FLAIR Purchasing Card Module,
2. Monitor P-Card transactions daily to ensure that transactions are processed within 10 calendar days. As transactions are reviewed, verify the appropriate organization code, expansion option, and object code into the FLAIR Purchasing Card Module. (Be sure the appropriate category appears). **Ensure there is a complete description** of the purchase and if appropriate, distribute the charges across organizational levels, expansion options, etc. The requisition number should be entered in the description field to assist in tracking of purchases and payments.
3. Review and match signed and approved supporting documentation (e.g. receipts, requisitions and receiving reports) for P-Card transactions. If the accounting data does not appear to be appropriate, call the approver for clarification. Do not disapprove a charge unless the problem cannot be resolved at the Division Finance level.
4. Enter the Vendor ID number.
5. Submit P-Card transactions to the DFS for payment for transactions that have receipts and supporting documentation, and **print the Voucher Summary Report daily.**
6. Print P-Card vouchers. The original (file) copy of the voucher schedule will be filed in Division Finance's voucher files with all supporting documentation.
7. Complete reconciliations within three (3) business days.
8. Print the monthly IW report of paid P-Card transactions and certify that supporting documentation for all payments is contained in the voucher files.

I. HR/Personnel will:

- a. Identify the appropriate disciplinary actions in the event of misuse.
- b. Provide assistance in the update of appropriate position descriptions and associated performance standards.

SECTION 2

INSTRUCTIONS AND GUIDELINES FOR THE USE OF THE PURCHASING CARD FOR TRAVEL

Cardholders that are authorized to incur travel related charges are required to complete travel training and P-Card training prior to the issuance of a card.

A. Authorized Use of the P-Card

Use of the P-Card for travel is strictly for 100 percent reimbursable travel costs incurred while conducting state business. The traveler should expect a hotel to require a credit card in their name or cash deposit for personal expenses they may incur during their stay at the hotel. The same travel regulations apply when using the card as when using other payment methods. A TRV is required in addition to the documentation required for tracking P-Card transactions. A TRV must be submitted even if the net amount due the traveler is zero.

Below are examples of allowable and unallowable charges to the purchasing card:

ALLOWABLE	UNALLOWABLE
Conference registration	Meals
Hotel room	Movies
Airfare	Personal phone calls
Car rental	Gift shop purchases
Parking	Hotel beauty shop
Gasoline for Avis Rental only	Other hotel services
	Tolls
	Business phone calls/faxes

B. Emergency Accounts

An emergency account may be established to charge purchases and DEM employee travel expenses in response to a declared natural or other disaster. The P-Card will be issued as an "Emergency Card" set up with the necessary parameters but in a deactivated status. The Division Purchasing Card Program Administrator will request the Card Contractor's activation of the emergency card upon declaration of disaster and receipt of an activation request from a Division Purchasing Card Liaison. The Division Purchasing Card Program Administrator will contact the Card Contractor to deactivate the emergency card once the declared emergency has passed and all charges have been cleared.

C. Reservists Accounts

Reservists (OPS employees hired for an emergency activation) may receive a P-Card for travel expenses (for official state travel only). The Reservist P-Card is requested at \$1.00 credit limit and held until they are needed in a locked safe. The Division Purchasing Card Program Administrator will request the Card Contractor increase of the Reservist's P-Card limits upon declaration of disaster and receipt of an activation request from a Division Purchasing Card Liaison. The Reservist will apply by all guidelines and rules as other travelers, take appropriate training and sign all required forms. When the declared emergency has passed and the Reservists are deactivated, the Purchasing Card Administrator will contact the Card Contractor to have their card credit limit lowered to \$1.00 and returned to the safe.

D. Record Keeping

Each completed transaction must be accompanied by the applicable documentation, e.g., receipts, credit slips, or reports. The receipts and attachments will be used by the approver and Division Finance to validate charges and reconcile/post-audit. If receipts are lost and needed for any reason other than disputed charges, the Division Purchasing Card Program Administrator can request a copy from the Card Contractor at a cost of \$3.00 each. There is no charge for receipts requested for disputes.

P-CARD PROGRAM CONTACTS

Purchasing Card Program Administrator

Michelle Riley
Division of Emergency Management
2555 Shumard Oak Blvd., Room 110M
Tallahassee, Florida 32399-2100
Tel: (850) 413-9944
michelle.riley@em.myflorida.com

Division Purchasing Card Liaisons

Division of Emergency Management – Inspector General Office
2555 Shumard Oak Blvd., Room 170B
Tallahassee, Florida 32399-2100
Tel: (850) 922-1611

Division of Emergency Management – HR/Personnel Office
2555 Shumard Oak Blvd., Room 150A
Tallahassee, Florida 32399-2100
Tel: (850) 922-1723

**FORMS
AND
APPENDICES**



STATE OF FLORIDA
DIVISION OF EMERGENCY MANAGEMENT

RICK SCOTT
 Governor

BRYAN W. KOON
 Director

Cardholder Profile Information (Confidential)

(Appendix A)

ACTION REQUESTED: Add Change Cardholder Name Only Change Other Maintenance Close Account Other, please describe:

	DIVISION PROGRAM ADMINISTRATOR: Michelle Riley
AGENCY NAME (24 A/N)	CARDHOLDER INFORMATION
CARDHOLDER NAME (24 A/N)	BUREAU
SSN (9 N)	PROGRAM AREA
MOTHER'S MAIDEN NAME (24)	SECTION
CARD MAILING ADDRESS (32 A/N)	POSITION TITLE
CARD MAILING ADDRESS (32 A/N)	BUSINESS ADDRESS
CITY STATE (27)	CITY STATE
ZIP (9)	ZIP
PHONE NUMBER (10 N)	PHONE

	DIVISION ACCOUNTING INFORMATION
MCCG NAME	Org (L1-L5) 31800600
←	EO AB
↑	VR 00
→	Object 261000
↓	Group Identifier (9 A/N) DEM
	Distribution (Y/N) NA
	FLAIR ID N/A
	Levels of Approval Required (1-8) 3, 4, 5, 8

	DIVISION AUTHORIZATION CONTROLS
Plastic: Yes	Credit Limit
Bypass Company MCGG table: No	Single Transaction Limit \$1,000
Foreign Currency: Dyes Dno	Daily Dollar Amount
Foreign Currency Action: <input type="checkbox"/> Decline <input type="checkbox"/> Approve	Daily Transactions \$2,500
<input type="checkbox"/> Approve but Report	Monthly Dollar Amount
	Monthly Transactions \$2,500
	Cycle Dollar Amount
	Cycle Transactions

FLORIDA RECOVERY OFFICE
 5900 Lake Ellenor Drive
 Orlando, FL 32809

• DIVISION HEADQUARTERS • STATE LOGISTICS RESPONSE CENTER
 2702 Directors Row
 Orlando, FL 32809-5631

2555 Shumard Oak Boulevard
 Tallahassee, FL 32399-2100
 Tel: 850-413-9969 • Fax: 850-488-1016
www.FloridaDisaster.org

Requester's Signature and date: _____	_____
Requester's Supervisor Name and Title _____	_____
Division Director/Program Manager/Personnel Officer – Printed Name and Title _____	_____
Approval Signature and date: _____	_____

Division Card Administrator Approval: _____ Date: _____

DIVISION OF EMERGENCY MANAGEMENT

State of Florida Purchasing Card Program

Approver Profile Information Form

Name:	
District/Institution/Program Area	
Social Security Number	
Role (Select one): Administrator, Payer, Reconciler	Payer
Approver Type: A = Agency O = Organizational	Organizational
Approver Level: (3 – 8)	3-Division Finance 4-Division Finance 5-Division Finance Supervisor 8-Division Finance
Account Distribution Capability (Y/N)	Y
Lower Level Approver (Y/N)	NA
Group Identifier	
FLAIR User ID	
Business Address:	
City, Zip	
Local Phone Number	
Suncom Phone Number	
Local Fax Number	
Suncom Fax Number	
E-Mail Address	
Other:	

(Appendix B)

DIVISION OF EMERGENCY MANAGEMENT
Cardholder Agreement

I AGREE TO THE FOLLOWING REGARDING THE USE OF THE FLORIDA PURCHASING CARD ASSIGNED TO ME FOR OFFICIAL STATE BUSINESS ONLY:

- 1) I understand that I am being entrusted with a powerful and valuable tool for making financial commitments on behalf of the State of Florida and will strive to obtain the best value for the State.
- 2) I understand that under no circumstances will I use the Purchasing Card to make personal purchases, either for others or myself. Intent to use the Purchasing Card for personal gain or unauthorized use may result in disciplinary actions up to and including termination of employment and prosecution to the extent permitted by law.
- 3) I will follow Florida Law, purchasing and/or travel policies of the Division of Emergency Management, and the established guidelines for using the Purchasing Card. Failure to do so may result in either revocation of my card privileges or other disciplinary action.
- 4) I have been provided a copy of the Purchasing Card Program User Policy and attended training on _____ and understand the Purchasing Card Program. I have been given an opportunity to ask any questions to clarify my understanding of the Purchasing Card Program.
- 5) I agree to process all transactions within 3 calendar days of receipt by either approving for payment, by signing and dating receipts as goods/services received and forwarding to the Payer or following the dispute procedures.
- 6) I agree that, should I violate the terms of the Agreement, I will be subject to disciplinary action up to and including termination of employment and that I will reimburse the State of Florida for all incurred charges and any costs related to the collection of such charges. Additionally, any such charges that I owe the State may be deducted from any money which would otherwise be due and owing me, including salary or wages, in accordance with Rule 3A-21.004, F.A.C.

Cardholder Name (Print)

Cardholder Signature

Date

Supervisor Signature

Date

(Appendix C)

**DIVISION OF EMERGENCY MANAGEMENT
Purchasing Card Program**

CARDHOLDER TERMINATION FORM

This form verifies that _____ on _____
(Type or clearly print name) Date

has relinquished possession of the attached State of Florida Purchasing Card and it has been destroyed in accordance with the Division of Emergency Management's guidelines.

--	--

(Affix half of card here)

(Affix half of card here)

**Return completed form to the Division of Emergency Management.
MICHELLE RILEY
2555 Shumard Oak Blvd.
Tallahassee, FL 32399-2100**

Date Card Received by PCard Staff: _____

(Appendix D)

**DIVISION OF EMERGENCY MANAGEMENT
State of Florida Purchasing Card Program**

Replacement Receipt Form

Date of Purchase _____

Description of Purchase

Vendor Name _____

Quantity of Items Ordered _____

Price Per Unit \$ _____

Shipping and Handling Charges \$ _____

Total Purchase Amount \$ _____

Receipt was (check one) _____ Lost _____ Not Obtainable

I, _____, the undersigned do certify that the above purchase was made for official state business.

Signature

Date

(Appendix E)

COMMERCIAL CARD CLAIMS STATEMENT OF DISPUTED ITEM

Instructions: Your company should first make good-faith efforts to settle a claim for purchases directly with the merchant. If assistance from Bank of America is required, please complete this form, and fax or mail with required enclosures within 60 days from the billing close date to:

Bank of America – Commercial Card Services Operations
P. O. Box 53142
Phoenix, AZ 85072-3142
Phone (800) 300-3084, FAX (888) 678-6046

Company Name: _____
Account Number: _____
Cardholder Name: _____

This Charge appeared on my statement, billing close date: _____
Transaction Date: _____
Reference Number: _____
Merchant Name/Location: _____
Posted Amount: _____ Disputed Amount: _____

(Cardholder Signature) (Authorized Participant Signature) (Date) (Phone Number)

Please Check Only One

1. **Unauthorized Transaction:** I did not authorize, nor did I authorize anyone else to engage in this transaction. No goods or services represented by the above charge were received by me or anyone I authorized. My Bank of America card was in my possession at the time of the transaction.
2. **Charge Amount Does Not Agree With Order Authorizing the Charge:** The amount entered on the sales slip was increased from \$ _____ to \$ _____. I have enclosed a copy of the unaltered sales slip.
3. **Merchandise or Services Not Received:** I have not received the merchandise or services represented by the above transaction. The expected date of delivery of services was _____. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response.)
4. **Defective or Wrong Merchandise:** I returned the merchandise on _____ because it was (check one):
_____ defective; _____ wrong size; _____ wrong color; _____ wrong quantity.
(Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them, their response and proof of the return of merchandise. Please provide a detailed description of the wrong or defective nature of the merchandise.)
5. **Recurring Charges After Cancellation:** On _____ (date), I notified the merchant to cancel the monthly/annual agreement. Since then my Bank of America account has been charged _____ time(s). (Please enclose a copy of the merchant's confirmation of your cancellation request.)
6. **Recurring Charges Already Paid by Other Means:** I already paid for the goods and/or services represented by the above charge by means other than my Bank of America Commercial Card. (Please provide a copy of the front and back on the cancelled check, money order, cash receipt, credit card statement, or other documentation as proof of purchase/payer. Describe your efforts to resolve this matter directly with the merchant, the date(s) you contacted them, and their response.)
7. **Credit Appears as a Charge:** The enclosed Credit Voucher appeared as a charge on my Bank of America Commercial Card account.
8. **Credit From Merchant Not Received:** I did not receive credit for the enclosed Credit Voucher within 30 calendar days from the date it was issued to me by the merchant shown above. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response. Provide a detailed statement explaining your reason(s) for disputing this charge.)
9. **Hotel Reservation Cancelled:** I made a reservation with the above hotel which I later cancelled on _____ (date) _____ (time). I received a cancellation number which is _____. (Please describe how the reservation was cancelled, proof of cancellation and attempts to resolve this issue with the merchant.)
_____ I was not given a cancellation number.
_____ I was not told at the time that I made the reservation that my account would be charged for a "No Show".
_____ I was not informed of the cancellation policy.
10. **Double or Multiple Charges:** My Bank of America Commercial Card Account has been double charged. The valid charge appeared on _____ (date). The duplicate charge(s) appeared on _____.
11. **Do Not Recall the Transaction:** The statement has an inadequate description of the charge. Please supply supporting documentation.
12. **Other; Above Descriptions Do Not Apply:** Please attach a detailed letter explaining the reason for your dispute and your attempts to resolve this issue with the merchant.



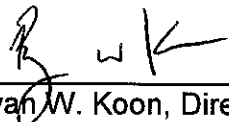
STATE OF FLORIDA
DIVISION OF EMERGENCY MANAGEMENT

RICK SCOTT
Governor

BRYAN W. KOON
Director

STATE OF FLORIDA
DIVISION OF EMERGENCY MANAGEMENT

TRAVEL POLICY
(Effective October 14, 2011)


Bryan W. Koon, Director

I. PURPOSE: This procedure establishes Florida Division of Emergency Management (Division) policy and procedures for authorizing and obtaining reimbursement for official travel expenses by Division employees and other authorized persons.

II. SUPERSESSSION: This procedure supersedes the Division's "Travel - Reimbursement and Payment of Travel Expenses" dated April 21, 2010 and Memorandum re Mission Critical Travel dated July 27, 2010.

III. GENERAL PRINCIPLES: All travel must be made in compliance with Sec. 112.061, Florida Statutes and Chapter 69I-42, Florida Administrative Code. Each person will be responsible for the determination and use of the most efficient and economical mode of travel. All travel performed on behalf of the Division should be the most effective and efficient to the State and deemed mission critical. Effective and cost saving strategies for travel-related expenses should be considered when making this determination, including mode of transportation, lodging and all incidental expenses.

It shall be the responsibility of each employee and supervisor to enforce every provision of the travel policies outlined herein and as they from time to time may be amended. Disregard for the proper enforcement of these policies by an employee and supervisor is prohibited and will be subject to disciplinary action up to and including termination.

Any person who willfully makes and subscribes any travel claim which he/she does not believe to be true and correct as to every material matter, or who willfully aids or assists in, or procures, counsels or advises to the preparation or presentation of a claim which is fraudulent or false as to any material matter, whether or not such falsity or fraud is with the knowledge or consent of the person authorized or required to present such claim, shall be guilty of a misdemeanor of the second degree. Whoever shall receive an allowance or reimbursement by means of a false claim shall be civilly liable for the amount of the overpayment for the reimbursement of the public fund from which the claim was paid. In

addition, any employee making a false claim for reimbursement of travel expense or in violation of the provisions outlined in this policy shall be subject to disciplinary action as provided in the Division's personnel policies.

IV. MISSION CRITICAL TRAVEL

Pursuant to Chapter 2011-47, §70, Laws of Florida, until July 1, 2012, please be advised that "funds may not be used to pay for travel by state employees to foreign countries, other states, conferences, staff-training activities, or other administrative functions unless the agency head has approved in writing that such activities are critical to the agency's mission." Consistent with Chapter 2011-047, all Requests for Travel Authorization (RTA) must contain a statement describing how the travel activity is critical to the agency's mission on the Division's RTA form in the "Purpose of Mission Critical Travel & Benefit to State" section. Therefore, travel shall not be authorized unless a determination has been made that the travel being approved is mission critical.

To assist all managers and bureau chiefs in making this determination, examples of mission critical travel include travel to (1) conferences, (2) staff-training activities and/or (3) administrative functions. For the Division, the specific types of mission-critical travel include: a) federal grant monitoring; b) programmatic site inspections; c) disaster preparedness exercises that require deployment of equipment and personnel; d) federal and state emergency preparedness training; e) federal Department of Homeland Security funding meetings; f) State Emergency Response Commission meetings; g) shelter surveys and construction activities; h) community outreach preparedness efforts; i) travel by regional coordinators within their regions; j) travel by recovery staff related to disaster recovery efforts; and k) any specific activities required pursuant to Chapter 252, Florida Statutes.

V. WAIVERS

The Division Travel Policy may be waived when the Governor declares a state of emergency by Executive Order. The employee may not commence response or recovery travel prior to obtaining approval by the State Emergency Response Team (SERT) Chief, or his/ her designee. Travel Reimbursement Vouchers (TRV) shall list the incident name and EM Constellation number in the purpose and benefit section. TRV and receipt submittal timeframes shall apply. The Travel Policy shall be reconstituted during the recovery phase as directed by State Coordinating Officer.

VI. TRAVEL REIMBURSEMENT REVOLVING FUND

The Division Travel Reimbursement Revolving Fund is established pursuant to Section 17.58(2) F.S, Section 216.271 F.S, and Chapter 69I-23, Florida Administration Code, to expedite travel reimbursements for Division employees. The Financial Administrator will be responsible for administration of this fund. See **Appendix F** to this Policy.

VII. EMERGENCY MUTUAL AID COMPACT (EMAC) TRAVEL

The employee may not commence EMAC travel prior to obtaining approval by the SERT Chief, or his/her designee. The traveler shall indicate both the incident name and the EM Constellation Mission number in the purpose and benefit sections of the TRV.

VIII. POLICY APPENDICES

The following Appendices are incorporated into the Division's Travel Policy:

Appendix A	Sec.112.061, Fla. Stat. (2011) & 69I-42, F.A.W.
Appendix B	Avis Specific Guidance
Appendix C	Request for Travel Authorization
Appendix D	Travel Reimbursement Voucher
Appendix E	Advance of Funds for Travel Expenses
Appendix F	Travel Reimbursement Revolving Fund

2. A person who is called upon by an agency to contribute time and services as consultant or adviser.
3. A person who is a candidate for an executive or professional position.
- (f) Traveler—A public officer, public employee, or authorized person, when performing authorized travel.
- (g) Travel expense, traveling expenses, necessary expenses while traveling, actual expenses while traveling, or words of similar nature—The usual ordinary and incidental expenditures necessarily incurred by a traveler.
- (h) Common carrier—Train, bus, commercial airline operating scheduled flights, or rental cars of an established rental car firm.
- (i) Travel day—A period of 24 hours consisting of four quarters of 6 hours each.
- (j) Travel period—A period of time between the time of departure and time of return.
- (k) Class A travel—Continuous travel of 24 hours or more away from official headquarters.
- (l) Class B travel—Continuous travel of less than 24 hours which involves overnight absence from official headquarters.
- (m) Class C travel—Travel for short or day trips where the traveler is not away from his or her official headquarters overnight.
- (n) Foreign travel—Travel outside the United States.

(3) AUTHORITY TO INCUR TRAVEL EXPENSES.—

(a) All travel must be authorized and approved by the head of the agency, or his or her designated representative, from whose funds the traveler is paid. The head of the agency shall not authorize or approve such a request unless it is accompanied by a signed statement by the traveler's supervisor stating that such travel is on the official business of the state and also stating the purpose of such travel.

(b) Travel expenses of travelers shall be limited to those expenses necessarily incurred by them in the performance of a public purpose authorized by law to be performed by the agency and must be within the limitations prescribed by this section.

(c) Travel by public officers or employees serving temporarily in behalf of another agency or partly in behalf of more than one agency at the same time, or authorized persons who are called upon to contribute time and services as consultants or advisers, may be authorized by the agency head. Complete explanation and justification must be shown on the travel expense voucher or attached thereto.

(d) Travel expenses of public employees for the sole purpose of taking merit system or other job placement examinations, written or oral, shall not be allowed under any circumstances, except that upon prior written approval of the agency head or his or her designee, candidates for executive or professional positions may be allowed travel expenses pursuant to this section.

(e) Travel expenses of public officers or employees for the purpose of implementing, organizing, directing, coordinating, or administering, or supporting the implementation, organization, direction, coordination, or administration of, activities related to or involving travel to a terrorist state shall not be allowed under any circumstances. For purposes of this section, "terrorist state" is defined as any state, country, or nation designated by the United States Department of State as a state sponsor of terrorism.

(f) The agency head, or a designated representative, may pay by advancement or reimbursement, or a combination thereof, the costs of per diem of travelers for foreign travel at the current rates as

specified in the federal publication "Standardized Regulations (Government Civilians, Foreign Areas)" and incidental expenses as provided in this section.

(g) A traveler who becomes sick or injured while away from his or her official headquarters and is therefore unable to perform the official business of the agency may continue to receive subsistence as provided in subsection (6) during this period of illness or injury until such time as he or she is able to perform the official business of the agency or returns to his or her official headquarters, whichever is earlier. Such subsistence may be paid when approved by the agency head or his or her designee.

(h) The State Surgeon General or a designee may authorize travel expenses incidental to the rendering of medical services for and on behalf of clients of the Department of Health. The Department of Health may establish rates lower than the rate provided in this section for these travel expenses.

(4) OFFICIAL HEADQUARTERS.—The official headquarters of an officer or employee assigned to an office shall be the city or town in which the office is located except that:

(a) The official headquarters of a person located in the field shall be the city or town nearest to the area where the majority of the person's work is performed, or such other city, town, or area as may be designated by the agency head provided that in all cases such designation must be in the best interests of the agency and not for the convenience of the person.

(b) When any state employee is stationed in any city or town for a period of over 30 continuous workdays, such city or town shall be deemed to be the employee's official headquarters, and he or she shall not be allowed per diem or subsistence, as provided in this section, after the said period of 30 continuous workdays has elapsed, unless this period of time is extended by the express approval of the agency head or his or her designee.

(c) A traveler may leave his or her assigned post to return home overnight, over a weekend, or during a holiday, but any time lost from regular duties shall be taken as annual leave and authorized in the usual manner. The traveler shall not be reimbursed for travel expenses in excess of the established rate for per diem allowable had he or she remained at his or her assigned post. However, when a traveler has been temporarily assigned away from his or her official headquarters for an approved period extending beyond 30 days, he or she shall be entitled to reimbursement for travel expenses at the established rate of one round trip for each 30-day period actually taken to his or her home in addition to pay and allowances otherwise provided.

(5) COMPUTATION OF TRAVEL TIME FOR REIMBURSEMENT.—For purposes of reimbursement and methods of calculating fractional days of travel, the following principles are prescribed:

(a) The travel day for Class A travel shall be a calendar day (midnight to midnight). The travel day for Class B travel shall begin at the same time as the travel period. For Class A and Class B travel, the traveler shall be reimbursed one-fourth of the authorized rate of per diem for each quarter, or fraction thereof, of the travel day included within the travel period. Class A and Class B travel shall include any assignment on official business outside of regular office hours and away from regular places of employment when it is considered reasonable and necessary to stay overnight and for which travel expenses are approved.

(b) A traveler shall not be reimbursed on a per diem basis for Class C travel, but shall receive subsistence as provided in this section, which allowance for meals shall be based on the following schedule:

1. Breakfast—When travel begins before 6 a.m. and extends beyond 8 a.m.
2. Lunch—When travel begins before 12 noon and extends beyond 2 p.m.
3. Dinner—When travel begins before 6 p.m. and extends beyond 8 p.m., or when travel occurs during nighttime hours due to special assignment.

No allowance shall be made for meals when travel is confined to the city or town of the official headquarters or immediate vicinity; except assignments of official business outside the traveler's regular place of employment if travel expenses are approved. The Chief Financial Officer shall establish a schedule for processing Class C travel subsistence payments at least on a monthly basis.

(6) RATES OF PER DIEM AND SUBSISTENCE ALLOWANCE.—For purposes of reimbursement rates and methods of calculation, per diem and subsistence allowances are provided as follows:

(a) All travelers shall be allowed for subsistence when traveling to a convention or conference or when traveling within or outside the state in order to conduct bona fide state business, which convention, conference, or business serves a direct and lawful public purpose with relation to the public agency served by the person attending such meeting or conducting such business, either of the following for each day of such travel at the option of the traveler:

1. Eighty dollars per diem; or
2. If actual expenses exceed \$80, the amounts permitted in paragraph (b) for subsistence, plus actual expenses for lodging at a single-occupancy rate to be substantiated by paid bills therefor.

When lodging or meals are provided at a state institution, the traveler shall be reimbursed only for the actual expenses of such lodging or meals, not to exceed the maximum provided for in this subsection.

(b) All travelers shall be allowed the following amounts for subsistence while on Class C travel on official business as provided in paragraph (5)(b):

1. Breakfast. \$6
2. Lunch. \$11
3. Dinner. \$19

(c) No one, whether traveling out of state or in state, shall be reimbursed for any meal or lodging included in a convention or conference registration fee paid by the state.

(7) TRANSPORTATION.—

(a) All travel must be by a usually traveled route. In case a person travels by an indirect route for his or her own convenience, any extra costs shall be borne by the traveler; and reimbursement for expenses shall be based only on such charges as would have been incurred by a usually traveled route. The agency head or his or her designee shall designate the most economical method of travel for each trip, keeping in mind the following conditions:

1. The nature of the business.
2. The most efficient and economical means of travel (considering time of the traveler, impact on the productivity of the traveler, cost of transportation, and per diem or subsistence required). When it is more efficient and economical to either the traveler or the agency head, jet service offered by any airline, whether on state contract or not, may be used when the cost is within an approved threshold determined by the agency head or his or her designee.
3. The number of persons making the trip and the amount of equipment or material to be transported.

(b) The Department of Financial Services may provide any form it deems necessary to cover travel requests for traveling on official business and when paid by the state.

(c) Transportation by common carrier when traveling on official business and paid for personally by the traveler, shall be substantiated by a receipt therefor. Federal tax shall not be reimbursable to the traveler unless the state and other public agencies are also required by federal law to pay such tax. In the event transportation other than the most economical class as approved by the agency head is provided by a common carrier on a flight check or credit card, the charges in excess of the most

economical class shall be refunded by the traveler to the agency charged with the transportation provided in this manner.

(d)1. The use of privately owned vehicles for official travel in lieu of publicly owned vehicles or common carriers may be authorized by the agency head or his or her designee. Whenever travel is by privately owned vehicle:

- a. A traveler shall be entitled to a mileage allowance at a rate of 44.5 cents per mile; or
- b. A traveler shall be entitled to the common carrier fare for such travel if determined by the agency head to be more economical.

2. Reimbursement for expenditures related to the operation, maintenance, and ownership of a vehicle shall not be allowed when privately owned vehicles are used on public business and reimbursement is made pursuant to this paragraph, except as provided in subsection (8).

3. All mileage shall be shown from point of origin to point of destination and, when possible, shall be computed on the basis of the current map of the Department of Transportation. Vicinity mileage necessary for the conduct of official business is allowable but must be shown as a separate item on the expense voucher.

(e) Transportation by chartered vehicles when traveling on official business may be authorized by the agency head when necessary or where it is to the advantage of the agency, provided the cost of such transportation does not exceed the cost of transportation by privately owned vehicle pursuant to paragraph (d).

(f) The agency head or his or her designee may grant monthly allowances in fixed amounts for use of privately owned automobiles on official business in lieu of the mileage rate provided in paragraph (d). Allowances granted pursuant to this paragraph shall be reasonable, taking into account the customary use of the automobile, the roads customarily traveled, and whether any of the expenses incident to the operation, maintenance, and ownership of the automobile are paid from funds of the agency or other public funds. Such allowance may be changed at any time, and shall be made on the basis of a signed statement of the traveler, filed before the allowance is granted or changed, and at least annually thereafter. The statement shall show the places and distances for an average typical month's travel on official business, and the amount that would be allowed under the approved rate per mile for the travel shown in the statement, if payment had been made pursuant to paragraph (d).

(g) No contract may be entered into between a public officer or employee, or any other person, and a public agency, in which a depreciation allowance is used in computing the amount due by the agency to the individual for the use of a privately owned vehicle on official business; provided, any such existing contract shall not be impaired.

(h) No traveler shall be allowed either mileage or transportation expense when gratuitously transported by another person or when transported by another traveler who is entitled to mileage or transportation expense. However, a traveler on a private aircraft shall be reimbursed the actual amount charged and paid for the fare for such transportation up to the cost of a commercial airline ticket for the same flight, even though the owner or pilot of such aircraft is also entitled to transportation expense for the same flight under this subsection.

(8) OTHER EXPENSES.—

(a) The following incidental travel expenses of the traveler may be reimbursed:

1. Taxi fare.
2. Ferry fares; and bridge, road, and tunnel tolls.
3. Storage or parking fees.
4. Communication expense.

5. Convention registration fee while attending a convention or conference which will serve a direct public purpose with relation to the public agency served by the person attending such meetings. A traveler may be reimbursed the actual and necessary fees for attending events which are not included in a basic registration fee that directly enhance the public purpose of the participation of the agency in the conference. Such expenses may include, but not be limited to, banquets and other meal functions. It shall be the responsibility of the traveler to substantiate that the charges were proper and necessary. However, any meals or lodging included in the registration fee will be deducted in accordance with the allowances provided in subsection (6).

(b) Other expenses which are not specifically authorized by this section may be approved by the Department of Financial Services pursuant to rules adopted by it. Expenses approved pursuant to this paragraph shall be reported by the Department of Financial Services to the Auditor General annually.

(9) RULES.—

(a) The Department of Financial Services shall adopt such rules, including, but not limited to, the general criteria to be used by a state agency to predetermine justification for attendance by state officers and employees and authorized persons at conventions and conferences, and prescribe such forms as are necessary to effectuate the purposes of this section. The department may also adopt rules prescribing the proper disposition and use of promotional items and rebates offered by common carriers and other entities in connection with travel at public expense; however, before adopting such rules, the department shall consult with the appropriation committees of the Legislature.

(b) Each state agency shall adopt such additional specific rules and specific criteria to be used by it to predetermine justification for attendance by state officers and employees and authorized persons at conventions and conferences, not in conflict with the rules of the Department of Financial Services or with the general criteria to be used by a state agency to predetermine justification for attendance by state officers and employees and authorized persons at conventions, as may be necessary to effectuate the purposes of this section.

(10) FRAUDULENT CLAIMS.—Claims submitted pursuant to this section shall not be required to be sworn to before a notary public or other officer authorized to administer oaths, but any claim authorized or required to be made under any provision of this section shall contain a statement that the expenses were actually incurred by the traveler as necessary travel expenses in the performance of official duties and shall be verified by a written declaration that it is true and correct as to every material matter; and any person who willfully makes and subscribes any such claim which he or she does not believe to be true and correct as to every material matter, or who willfully aids or assists in, or procures, counsels, or advises the preparation or presentation under the provisions of this section of a claim which is fraudulent or is false as to any material matter, whether or not such falsity or fraud is with the knowledge or consent of the person authorized or required to present such claim, is guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082 or s. 775.083. Whoever shall receive an allowance or reimbursement by means of a false claim shall be civilly liable in the amount of the overpayment for the reimbursement of the public fund from which the claim was paid.

(11) TRAVEL AUTHORIZATION AND VOUCHER FORMS.—

(a) *Authorization forms.*—The Department of Financial Services shall furnish a uniform travel authorization request form which shall be used by all state officers, employees, and authorized persons when requesting approval for the performance of travel to a convention or conference. The form shall include, but not be limited to, provision for the name of each traveler, purpose of travel, period of travel, estimated cost to the state, and a statement of benefits accruing to the state by virtue of such travel. A copy of the program or agenda of the convention or conference, itemizing registration fees and

any meals or lodging included in the registration fee, shall be attached to, and filed with, the copy of the travel authorization request form on file with the agency. The form shall be signed by the traveler and by the traveler's supervisor stating that the travel is to be incurred in connection with official business of the state. The head of the agency or his or her designated representative shall not authorize or approve such request in the absence of the appropriate signatures. A copy of the travel authorization form shall be attached to, and become a part of, the support of the agency's copy of the travel voucher.

(b) *Voucher forms.*—

1. The Department of Financial Services shall furnish a uniform travel voucher form which shall be used by all state officers, employees, and authorized persons when submitting travel expense statements for approval and payment. No travel expense statement shall be approved for payment by the Chief Financial Officer unless made on the form prescribed and furnished by the department. The travel voucher form shall provide for, among other things, the purpose of the official travel and a certification or affirmation, to be signed by the traveler, indicating the truth and correctness of the claim in every material matter, that the travel expenses were actually incurred by the traveler as necessary in the performance of official duties, that per diem claimed has been appropriately reduced for any meals or lodging included in the convention or conference registration fees claimed by the traveler, and that the voucher conforms in every respect with the requirements of this section. The original copy of the executed uniform travel authorization request form shall be attached to the uniform travel voucher on file with the respective agency.

2. Statements for travel expenses incidental to the rendering of medical services for and on behalf of clients of the Department of Health shall be on forms approved by the Department of Financial Services.

(12) **ADVANCEMENTS.**—Notwithstanding any of the foregoing restrictions and limitations, an agency head or his or her designee may make, or authorize the making of, advances to cover anticipated costs of travel to travelers. Such advancements may include the costs of subsistence and travel of any person transported in the care or custody of the traveler in the performance of his or her duties.

(13) **DIRECT PAYMENT OF EXPENSES BY AGENCY.**—Whenever an agency requires an employee to incur either Class A or Class B travel on emergency notice to the traveler, such traveler may request the agency to pay his or her expenses for meals and lodging directly to the vendor, and the agency may pay the vendor the actual expenses for meals and lodging during the travel period, limited to an amount not to exceed that authorized pursuant to this section. In emergency situations, the agency head or his or her designee may authorize an increase in the amount paid for a specific meal, provided that the total daily cost of meals does not exceed the total amount authorized for meals each day. The agency head or his or her designee may also grant prior approval for a state agency to make direct payments of travel expenses in other situations that result in cost savings to the state, and such cost savings shall be documented in the voucher submitted to the Chief Financial Officer for the direct payment of travel expenses. The provisions of this subsection shall not be deemed to apply to any legislator or to any employee of the Legislature.

(14) **APPLICABILITY TO COUNTIES, COUNTY OFFICERS, DISTRICT SCHOOL BOARDS, SPECIAL DISTRICTS, AND METROPOLITAN PLANNING ORGANIZATIONS.**—

(a) The following entities may establish rates that vary from the per diem rate provided in paragraph (6)(a), the subsistence rates provided in paragraph (6)(b), or the mileage rate provided in paragraph (7)(d) if those rates are not less than the statutorily established rates that are in effect for the 2005-2006 fiscal year:

1. The governing body of a county by the enactment of an ordinance or resolution;
2. A county constitutional officer, pursuant to s. 1(d), Art. VIII of the State Constitution, by the establishment of written policy;
3. The governing body of a district school board by the adoption of rules;
4. The governing body of a special district, as defined in s. 189.403(1), except those special districts that are subject to s. 166.021(9), by the enactment of a resolution; or
5. Any metropolitan planning organization created pursuant to s. 339.175 or any other separate legal or administrative entity created pursuant to s. 339.175 of which a metropolitan planning organization is a member, by the enactment of a resolution.

(b) Rates established pursuant to paragraph (a) must apply uniformly to all travel by the county, county constitutional officer and entity governed by that officer, district school board, special district, or metropolitan planning organization.

(c) Except as otherwise provided in this subsection, counties, county constitutional officers and entities governed by those officers, district school boards, special districts, and metropolitan planning organizations, other than those subject to s. 166.021(9), remain subject to the requirements of this section.

(15) **CLASS C TRAVEL.**—Moneys appropriated from the State Treasury may not be used to pay per diem or subsistence related to Class C travel.

History.—ss. 1, 3, ch. 22830, 1945; ss. 1, 2, 3, ch. 23892, 1947; ss. 1, 3, ch. 25040, 1949; ss. 1, 3, ch. 26910, 1951; s. 1, ch. 28303, 1953; s. 1, ch. 29628, 1955; s. 1, ch. 57-230; s. 1, ch. 61-183; s. 1, ch. 61-43; s. 1, ch. 63-5; s. 1, ch. 63-192; s. 1, ch. 63-122; s. 1, ch. 63-400; ss. 2, 3, ch. 67-371; ss. 1, 2, ch. 67-2206; s. 1, ch. 69-193; s. 1, ch. 69-381; ss. 12, 23, 31, 35, ch. 69-106; s. 65, ch. 71-136; s. 1, ch. 72-213; s. 1, ch. 72-217; s. 1, ch. 72-324; s. 26, ch. 72-404; s. 1, ch. 73-169; s. 1, ch. 74-15; s. 1, ch. 74-246; s. 1, ch. 74-365; ss. 1, 2, ch. 75-33; s. 1, ch. 76-166; s. 2, ch. 76-208; ss. 1, 2, ch. 76-250; s. 1, ch. 77-174; s. 1, ch. 77-231; ss. 1, 2, ch. 77-437; s. 2, ch. 78-95; s. 51, ch. 79-190; s. 1, ch. 79-205; s. 1, ch. 79-303; s. 1, ch. 79-412; ss. 1, 2, ch. 81-207; ss. 1, 2, ch. 83-307; s. 1, ch. 85-140; s. 1, ch. 87-407; s. 4, ch. 88-235; s. 12, ch. 89-291; s. 18, ch. 91-45; s. 1, ch. 94-139; s. 1403, ch. 95-147; s. 26, ch. 95-312; s. 5, ch. 96-310; s. 43, ch. 96-399; s. 23, ch. 98-136; s. 9, ch. 99-8; s. 7, ch. 99-155; s. 16, ch. 99-399; ss. 48, 53, ch. 2001-254; ss. 46, 79, ch. 2002-402; s. 2, ch. 2003-125; s. 123, ch. 2003-261; s. 49, ch. 2003-399; s. 5, ch. 2004-5; s. 32, ch. 2004-269; s. 23, ch. 2005-71; s. 12, ch. 2006-1; s. 6, ch. 2006-18; ss. 14, 53, ch. 2006-26; s. 1, ch. 2006-41; s. 3, ch. 2006-54; s. 2, ch. 2007-196; s. 6, ch. 2008-6; s. 13, ch. 2008-153; s. 2, ch. 2010-4; s. 4, ch. 2011-143.

69I-42.001 Applicability.

These rules shall apply to all state agencies in the payment of travel expenses from such state agencies' funds unless such expenses are otherwise provided by law.

Specific Authority 17.075(1), 17.29, 112.061(9) FS. Law Implemented 17.075, 112.061 FS. History—New 3-5-90, Formerly 3A-42.001.

69I-42.002 Definitions.

The terms defined in Section 112.061(2), Florida Statutes, shall have the same meanings when used in this chapter and are incorporated herein by reference. Additionally the following terms shall have the following meanings:

- (1) "Actual point of origin" means the geographic location where the travel begins, which is other than the "point of origin" as defined in subsection (15) hereof.
- (2) "Chief Financial Officer" or "Department" shall mean the State of Florida, Department of Financial Services or its statutorily appointed head, the Chief Financial Officer, and the terms shall have the same meaning and be used interchangeably.
- (3) "Conference" means the coming together of persons with a common interest or interests for the purpose of deliberation, interchange of views, or for the removal of differences or disputes and for discussion of their common problems and interests. The term also includes similar meetings such as seminars and workshops which are large formal group meetings that are programmed and supervised to accomplish intensive research, study, discussion and work in some specific field or on a governmental problem or problems. A conference does not mean the coming together of agency or interagency personnel.
- (4) "Convention" means an assembly of a group of persons representing persons and groups, coming together for the accomplishment of a purpose of interest to a larger group or groups. A convention does not mean the coming together of agency or interagency personnel.
- (5) "Emergency notice" means for purposes of Section 112.061(13), Florida Statutes, notification of less than twenty-four (24) hours prior to scheduled departure. Such notification may be written or oral.
- (6) "Emergency situation" means circumstances in which there is an immediate danger or a threat of immediate danger to the public health, safety or welfare or of other substantial loss to the state requiring emergency action.
- (7) "Meal allowance" means the amount authorized by Section 112.061(6)(b), Florida Statutes, for each meal during the travel period.
- (8) "Most economical class of transportation" means the class having the lowest fare which is available.
- (9) "Most economical method of travel" means the mode of transportation (state owned vehicle, privately owned vehicle, common carrier, etc.) designated by an agency head in accordance with criteria prescribed by Section 112.061, Florida Statutes.
- (10) "Nonbusiness day" means, for a public officer or employee, a weekend or an authorized State holiday; for an authorized person means a day on which such person was not scheduled to be performing service or contributing time to an agency.
- (11) "Official headquarters" means the geographic location specified by Section 112.061(4), Florida Statutes.
- (12) "Per diem rate" means the amount authorized by Section 112.061(6)(a), Florida Statutes.
- (13) "Personal time" means the time outside the regular work-hours of a business day, a nonbusiness day or a day for which the officer or employee had prior approval for a leave of absence.
- (14) "Physically handicapped" means any person diagnosed as having a physical disability, including but not limited to blindness, or the loss of one or more life functions leaving that person mobility-impaired (or sensory-impaired) requiring the use of trained animal companions or prosthetic equipment, including, but not limited to, crutches, walkers, canes, or wheelchairs.
- (15) "Point of origin" means the geographic location of the traveler's official headquarters or the geographic location where travel begins, whichever is lesser distance from the destination. (Refer to Attorney General Opinion 75-275.)

Specific Authority 17.075(1), 17.29, 112.061(9) FS. Law Implemented 17.075, 112.061 FS. History—New 3-5-90, Formerly 3A-42.002.

691-42.003 Forms.

(1) The Voucher for Reimbursement of Travel Expenses, Form DFS-AA-15, (revised 07/06), is hereby incorporated by reference. Unless an alternative form is approved pursuant to this Section, Form DFS-AA-15 (07/06) shall be used by travelers when requesting claims for reimbursement of travel expenses and shall be prepared in strict compliance with Section 112.061, F.S. All copies or electronic transmissions of travel vouchers (Form DFS-AA-15 or other approved form) submitted to the Chief Financial Officer for reimbursement of travel expenses shall contain the signatures of the traveler and the official authorizing the travel. Travel vouchers on file at the agency shall contain the original signatures in written or electronic form. Other evidence of approval of the travel voucher by the supervisor will be accepted if a copy or electronic transmission of the travel voucher is not available and would result in an unreasonable delay in reimbursing the traveler. State agencies are authorized to omit an authorized traveler's social security number on Form DFS-AA-15 or other approved form if procedures, including security measures, are in place to correctly identify the authorized traveler. The authorized traveler's federal tax identification number will be required for entering the transaction into the State's accounting system.

(2) The Authorization to Incur Travel Expense, Form DFS-AA-13 (11/89), is hereby incorporated by reference as if fully set forth herein and shall be used by all state officers, employees, and authorized persons when requesting approval for the performance of travel to a convention or conference. The form shall be signed by such person and his supervisor, stating that the travel is to be incurred in connection with official business of the State, and the agency head or his designated representative shall not authorize or approve such request in the absence of the appropriate signatures.

(3) The Application for Advance on Travel Expenses, Form DFS-AA-25 (revised 07/98), is hereby incorporated by reference as if fully set forth herein and shall be used by all state officers and employees when requesting an advance for travel expenses to be incurred.

(4) The Department has prescribed certain forms and alternative methods of travel voucher information submission to be used in the processing of travel expenses. Agencies desiring to use an alternative form or method to meet agency unique needs shall first obtain the approval of the Department, which approval shall not be unreasonably withheld. Such requests shall be submitted in writing to:

Bureau of Auditing
Department of Financial Services
200 East Gaines Street
Tallahassee, Florida 32399-0355

Once approved, such alternative forms or methods may be used in lieu of the uniform form. Upon request, the uniform forms will be provided to agencies for duplicating purposes. Requests clearly indicating the form needed should be directed to:

Mail and Supply Center
Department of Financial Services
200 East Gaines Street
Tallahassee, Florida 32399-0317

Specific Authority 17.075(1), 17.29, 112.061(9) FS. Law Implemented 17.075, 112.061 FS. History—New 3-5-90, Amended 1-8-95, 12-29-96, 1-7-98, 11-15-98, Formerly 3A-42.003, Amended 12-27-06.

69I-42.004 Conferences and Conventions.

(1) No public funds shall be expended for attendance at conferences or conventions unless:

(a) The main purpose of the conference or convention is in connection with the official business of the state and directly related to the performance of the statutory duties and responsibilities of the agency participating;

(b) The activity provides a direct educational or other benefit supporting the work and public purpose of the person attending;

(c) The duties and responsibilities of the traveler attending such meetings are compatible with the objectives of the particular conference or convention; and

(d) The request for payment of travel expenses is otherwise in compliance with these rules.

(2) An Authorization to Incur Travel Expenses, Form DFS-AA-13, shall be completed for each person who will be attending a conference or convention, which shall include a statement of the benefits accruing to the State of Florida by virtue of his attendance. This statement of benefits shall also be included on the Voucher for Reimbursement of Travel Expenses, DFS-AA-15, or a copy of Form DFS-AA-13 shall be provided. The original Form DFS-AA-13 shall be filed at the agency.

(3) A copy of only those pages of the program or agenda of the conference or convention itemizing the registration fees and any meals or lodging included in the registration fee shall be attached to the Form DFS-AA-15, and submitted for payment or shall be maintained at the agency.

(4) Agencies may pay the registration fee directly to the conference or convention sponsor or allow the traveler to include the registration fee in the calculation of his travel costs and reimburse the traveler.

(a) Requests for direct payment of a registration fee by the agency shall be vouchered in favor of the conference or convention sponsor or designee, shall list the traveler as a subvendor, including the traveler's social security number, name, appropriate travel object code, and cost of registration (pay and charge voucher). The voucher shall include a copy of the conference or convention registration form and a statement of the benefits accruing to the State by virtue of the traveler's attendance.

(b) Direct payment of registration fees shall not be requested earlier than twenty workdays before the travel period is to begin unless written justification of the circumstances which necessitate an exception to this restriction is submitted to and approved by the Chief Financial Officer. Criteria for approval shall include discount for earlier payment and earlier payment required for a reservation.

(c) Agencies and travelers shall carefully evaluate the circumstances and risk of cancellation prior to making direct payment of a registration fee, in order to avoid or minimize any cancellation penalty or risk of loss of funds.

(d) If direct payment of a registration fee is made by an agency, the traveler's travel voucher shall indicate "Registration Fee Paid Direct by Agency" and shall also comply with subsections (2) and (3) of this rule by providing a statement of benefits to the State and a copy of the agenda of the conference or convention.

(5) Registration fees will not be paid for intra-agency or interagency meetings, seminars and workshops. All expenses related to such gatherings must be processed as a regular expenditure of the appropriate agency. Registration fees may be paid to universities, the Department of Management Services or other agencies for routine training classes conducted for employees of other agencies.

Specific Authority 17.075(1), 17.29, 112.061(9) FS. Law Implemented 17.075, 112.061, 215.42 FS. History—New 3-5-90, Amended 1-8-95, 12-29-96, Formerly 3A-42.004.

691-42.005 Travel Advances.

(1) Travel advances shall not exceed 80 percent of the estimated travel expenses which will ultimately be reimbursed to the traveler. An exception may be made to this 80 percent restriction in order to take advantage of a substantially discounted common carrier ticket. In the event such arrangement is made, the travel advance may be an amount equal to 100 percent of the cost of the substantially discounted common carrier ticket plus 80 percent of the remaining estimated travel expenses. Other exceptions to this 80 percent restriction may be made if approved by the Chief Financial Officer. Requests for such approval must be in writing and must clearly demonstrate that the increased travel advance is in the best interest of the state. Approval will be in writing and must be included in the voucher submitted for travel advances.

(2) Requests for travel advance payments shall not be commingled with other requests for payment, but shall be separately vouchered and object coded either Travel Advances or Travel Advance - Training, as appropriate.

(3) Each traveler requesting an advance shall properly complete and execute a Request for Travel Advance, Form DFS-AA-25, and the same shall be attached to the voucher requesting the advance.

(4) When the travel period has ended, the traveler shall properly complete the Voucher for Reimbursement of Travel Expenses, Form DFS-AA-15, and submit it to the authorizing agency within ten workdays of the traveler's return to headquarters. The traveler shall complete the portion of the travel voucher, Form DFS-AA-15, relating to the travel advance.

(a) If additional funds are due the traveler, the completed Form DFS-AA-15 shall be vouchered, clearly marked as a settlement of a travel advance and submitted to the Department.

(b) If a traveler was advanced funds in excess of the travel expenses allowed for a particular travel period, the agency shall obtain a refund from the traveler within ten workdays of the traveler's return to headquarters, and then prepare a cash refund journal voucher including as documentation the Forms DFS-AA-15 and DFS-AA-25.

(c) If the travel expenses claimed are equal to the amount of the advance, Form DFS-AA-15 shall be completed by the traveler and submitted to the Department by the agency within ten workdays of the traveler's return to headquarters.

(5) A travel advance may be made to an authorized person without regard to whether such person is filling an established position.

(6) A traveler shall not have more than one travel advance outstanding at any time without written justification of circumstances which necessitate an exception to this restriction and approval of the Chief Financial Officer. Criteria for approval shall include discount airline tickets and multiple advances for extended trips.

(7) Travel advances shall not be requested earlier than 10 workdays before the travel period begins without a written justification of the circumstances which necessitate an exception to this restriction.

(8) Authorized travel advances made from approved revolving funds shall be settled through such revolving funds. At a minimum, they should be handled within the time limitations otherwise prescribed in this section. The agency administering the revolving fund may adopt more stringent requirements regarding the timing of the transactions.

Specific Authority 17.075(1), 17.29, 112.061(9) FS. Law Implemented 17.075, 112.061, 215.42 FS. History—New 3-5-90, Amended 1-8-95, 6-8-97, 1-7-98, Formerly 3A-42.005.

691-42.006 Per Diem and Subsistence Allowance.

(1) Travelers (Class A) who desire to claim reimbursement pursuant to Section 112.061(6)(a)2., Florida Statutes (actual lodging at the single occupancy rate plus meal allowances), for some periods and pursuant to Section 112.061(6)(a)1., Florida Statutes (per diem), for other periods while on the same trip may only change methods on a travel day basis (midnight to midnight).

(2) For Class A travel, lodging expenses shall be calculated on a travel day basis beginning on the day of departure, regardless of when such expenses are actually paid.

(3) No traveler shall be reimbursed for more than one lodging expense during any travel day unless fully justified by the traveler in writing.

(4) A traveler claiming less than the full meal allowance or per diem authorized by Section 112.061(6), Florida Statutes, shall include on his travel voucher a statement that he understands that he is entitled to the full meal allowance provided by law but has voluntarily chosen to claim a lesser amount.

(5) Lodging expenses shall qualify for reimbursement pursuant to Section 112.061(6)(a)2., Florida Statutes, only if they are incurred at a duly established commercial lodging facility and are substantiated by itemized paid receipts or bills therefor.

(6) Rates for foreign travel shall not begin until the date and time of arrival in the foreign country from the United States. Rates for foreign travel shall terminate on the date and time of departure from the foreign country to the United States. Rates for foreign travel shall not be claimed for any quarter in which meal allowances or per diem is claimed. When a traveler goes from one foreign geographic location to another within the same quarterly period, reimbursement shall be calculated at the applicable rate where the majority of the quarter was spent regardless of which area has a higher reimbursement rate.

(7) A traveler may not claim per diem or reimbursement for lodging for overnight travel within 50 miles of his headquarters or residence, unless the circumstances necessitating such overnight travel are fully explained by the traveler and approved by the agency head. Criteria for approval shall include late night or early morning job responsibilities and excessive travel time because of traffic conditions.

(8) The Class C meal allowance authorized by Section 112.061(6)(b), Florida Statutes, is defined as taxable income by the Internal Revenue Service and is subject to withholding of income and social security taxes. It is required to be reported as wages on the traveler's W-2 form. Class C meal allowances must be shown on the traveler's travel voucher, deducted from the total claimed and submitted to the Bureau of State Payrolls for payment through the payroll system.

Specific Authority 17.075(1), 17.29, 112.061(9) FS. Law Implemented 17.075, 112.061, 215.42 FS. History--New 3-5-90, Amended 1-8-95, 6-8-97, 1-7-98, Formerly 3A-42.006.

69I-42.007 Transportation - Common Carriers.

(1) Travelers whose transportation is provided by scheduled aircraft shall purchase the airline tickets in accordance with any state term contract for the purchase of scheduled aircraft transportation which may be in effect at the time travel is scheduled. Failure to purchase airfare in accordance with the terms of the current state term contract may result in disallowance of reimbursement claims for unauthorized purchases of airfare. Noncompliance with the state term contract will require written justification on the traveler's Form DFS-AA-15. In the event the traveler fails to justify his non-compliance with the terms of the state term contract, any cost in excess of such state term contract will be borne by the traveler.

(2) Travel using scheduled aircraft on routes for which there is not a state term contract provider shall be by the most economical class of transportation. Exceptions will be allowed only when fully justified. In the event the traveler fails to justify his use of other than the most economical class of transportation, any additional cost will be borne by the traveler.

(3) Travelers whose transportation is provided by rental vehicles shall make use of any state term contract for rental vehicles which may be in effect at the time of the travel. Failure to use the state term contract for rental vehicles will require written justification on the traveler's Form DFS-AA-15. In the event the traveler fails to justify his use of other than a state term contract, any additional cost will be borne by the traveler.

(4) If additional costs are incurred by a traveler due to overbooking or any other action of an airline or other common carrier, and the traveler chooses to have such costs paid directly or indirectly by the State, then any compensation, in whatever form, received by the traveler from the airline for his inconvenience, shall accrue to the benefit of the State. In such instances, if the traveler is allowed to elect the form of compensation, his decision shall be based on the best interests of the State. In determining whether additional costs have been incurred in such situations, the compensation of the traveler, if applicable, as well as travel costs, must be taken into consideration. If no additional costs are incurred or the additional costs are borne by the traveler, then such compensation for the traveler's inconvenience shall accrue to the traveler.

(5) When a state contract is not available, State employees are also encouraged to consider discounted airfares, commonly referred to as "super saver" tickets, instead of the more costly full-fare refundable tickets. Many of these tickets are either non-refundable or require payment of a penalty if canceled. Penalties for cancellation of discounted airline tickets, may be paid from state funds only if the cause for cancellation is in the best interest of the State, or if the cancellation is due to illness of the traveler or illness or death of a member of the traveler's immediate family, for which an employee is authorized to use sick or administrative leave. For non-employees, such penalties may be paid in circumstances in which the traveler would have been authorized to use sick or administrative leave if they had been a State employee. If the ticket is cancelled for the convenience of the traveler, the cancellation penalty may not be paid or reimbursed from State funds. Although the savings realized from the use of such tickets may be considerable, agency personnel shall also keep in mind that the penalties for cancellation of the tickets are generally substantial. Agencies and travelers shall carefully evaluate the circumstances and risk of cancellation prior to the purchase of each such ticket in order to avoid or at least minimize the cancellation penalty on these tickets. When an agency determines that it is in the best interest of the State to cancel a "super saver" ticket and pay the cancellation penalty, justification must be included in the voucher submitted for payment of the cancellation penalty detailing the circumstances necessitating payment of the penalty from State Funds. Documentation verifying that the unused ticket has been submitted to the Agency must also be included in payment request information. Exchange penalties will be treated in the same manner as cancellation penalties.

(6) Common carrier charges may be billed directly to the agency pursuant to subsection 69I-42.011(3), F.A.C., or the traveler may pay for his common carrier charges and request reimbursement therefor on his Form DFS-AA-15.

(a) Requests for payment of common carrier charges billed directly to the agency shall be vouchered separately by the agency, in favor of the vendor, shall list the traveler as a subvendor (pay and charge voucher) and shall also reflect the traveler's social security number, name, and cost of each traveler's transportation by common carrier. Each payment shall be appropriately object coded within the classifications established by the Department of Financial Services. The voucher maintained at the agency shall have sufficient information to substantiate the payment of the common carrier charges.

(b) Common carrier charges which are paid by the traveler shall be included on the traveler's reimbursement request filed on Form DFS-AA-15.

Specific Authority 17.075(1), 17.29, 112.061(9) FS. Law Implemented 17.075, 112.061, 215.42 FS. History--New 3-5-90, Amended 1-8-95, 12-29-96, 6-8-97, 1-7-98, Formerly 3A-42.007.

69I-42.008 Transportation - Privately Owned Vehicles.

(1) For purposes of Section 112.061(7)(d), Florida Statutes, the term privately owned vehicle shall include any motor vehicle which is not publicly owned, whether or not title to such vehicle is in the name of the traveler.

(2) A traveler using a rental car of an established rental car firm may claim mileage at the statutory rate per mile provided that the amount claimed for mileage does not exceed the amount due the rental car company for the allowable mileage claimed.

(3) If authorized travel is by private aircraft:

(a) The pilot may claim either the mileage rate specified in Section 112.061(7), Florida Statutes, or the lesser of the state contract fare and the most economical commercial direct airfare available for the same trip. If no state contract fare and no commercial airfare is available directly between the points of travel, reimbursement shall be limited to the mileage rate specified in Section 112.061(7), Florida Statutes, or the most economical commercial airfare closest to the point of origin and the point of destination.

(b) A passenger on a private aircraft may be reimbursed for the actual amount charged and paid for his fare up to:

1. The mileage rate specified in Section 112.061(7), Florida Statutes, or

2. The lesser of: (i) the state contract fare or (ii) the cost of the most economical direct commercial airfare available for the trip.

If no direct commercial flight is available, the most economical commercial airfare closest to the point of origin and the point of destination may be used.

(c) If a rented aircraft is used, the reimbursement claimed by any traveler on the aircraft may not exceed a pro rata share of the actual cost of renting the aircraft and the reimbursement is subject to the limitations provided in paragraphs (a) and (b).

(4) Travelers shall not be paid a mileage allowance for travel between their residence and their headquarters or regular work location (See AGO 082-34). If travel begins more than one hour before or one hour after the travelers regular work hours, the point of origin may be the travelers residence, provided that miles claimed may not exceed the miles actually driven.

Specific Authority 17.075(1), 17.29, 112.061(9) FS. Law Implemented 17.075, 112.061, 215.42 FS. History—New 3-3-90, Amended 1-8-95, 1-7-98, 4-8-98, Formerly 3A-42.008.

69I-42.009 Transportation - Complimentary.

Pursuant to Section 112.061(7)(h), Florida Statutes, when a traveler is gratuitously transported by another person or when he is transported by another traveler who is entitled to mileage or transportation expense, he shall indicate on his Voucher for Reimbursement of Traveling Expenses, Form DFS-AA-15, that his transportation was "Complimentary" or "Comp".

Specific Authority 17.075(1), 17.29, 112.061(9) FS. Law Implemented 17.075, 112.061 FS. History--New 3-5-90, Formerly 3A-42.009.

691-42.010 Other Incidental Traveling Expenses.

(1) The following supporting information shall be required and maintained at the agency with the traveler's Voucher for Reimbursement of Travel Expenses, Form DFS-AA-15, when the traveler is claiming reimbursement for incidental travel expenses authorized by Section 112.061(8)(a), Florida Statutes:

(a) Receipts for taxi fares in excess of \$25 on a per fare basis.

(b) Receipts for storage, parking fees or tolls in excess of \$25. Such fees shall not be allowed on a weekly or monthly basis for privately owned automobiles unless it can be established that such method results in savings to the State.

(c) A statement that communication expenses being claimed were for state business. Communication expenses to contact the traveler's family or other nonbusiness purposes are not eligible for reimbursement.

(2) Reasonable tips and gratuities may be reimbursed the traveler as per the following:

(a) Actual tips paid to taxi drivers which shall not exceed fifteen percent of the fare.

(b) Actual amount paid for mandatory valet parking which shall not exceed \$1 per occasion and which was incurred in the performance of public business.

(c) Actual portage charges paid which shall not exceed \$1 per bag not to exceed total of \$5 per incident.

(3) Other incidental travel expenses of the traveler may be reimbursed upon presentation of a receipt therefor as follows:

(a) Actual laundry, dry cleaning and pressing expenses when official travel extends beyond seven days and such expenses are necessarily incurred to complete the official business portion of the trip.

(b) Actual passport and visa fees required for official travel.

(c) Actual and necessary fees charged to purchase traveler's checks for official travel expenses.

(d) Actual fee charged to exchange currency necessary to pay official travel expenses.

(e) Actual cost of maps necessary for conducting official business.

(f) Other incidental travel expenses not listed above shall be reimbursed if approved by the Chief Financial Officer. Requests for such approval must be in writing and must clearly demonstrate that reimbursement of such expenses is in the best interest of the State. Approval will be in writing and must be included in any voucher submitted for reimbursement of such expenses.

(4) When a public officer, employee, or authorized person on personal time is required to travel because of an emergency situation, such officer, employee, or authorized person may be reimbursed travel expenses incurred by him in traveling from his actual point of origin to his point of destination, which may be his official headquarters, as required by his agency head. Nothing herein shall be construed to authorize reimbursement for expenses in traveling between a traveler's home and the traveler's regular place of employment. If because of personal circumstances it is necessary for the officer, employee, or authorized person to return to the actual point of origin rather than returning to or staying at his official headquarters, the traveler may be reimbursed his travel expenses to return. However, in the event the traveler is able to return directly to or stay at his official headquarters, such traveler shall only be reimbursed the excess of his necessary actual travel expenses over what he would have incurred for his own personal convenience. The traveler's request for reimbursement of travel expenses claimed from an actual point of origin shall contain an explanation of the emergency which necessitated his travel from such point. In the event the traveler returns to or stays at his official headquarters, he shall detail the cost that he would have incurred and net such cost against his actual cost of returning. Requests for reimbursement of travel expenses pursuant to this subsection shall be presented in writing or electronic form prior to being vouchered by the agency, to the Chief, Bureau of Auditing, Department of Financial Services, 200 East Gaines Street, Tallahassee, Florida 32399-0355.

(5) In the event a public officer, employee, or authorized person has made plans for his personal time and has incurred certain costs in conjunction with such plans and is unable to carry out such plans due to an emergency situation, such costs which are not recoverable by such person may be reimbursed by the agency. Requests for reimbursement of costs pursuant to this subsection shall be presented in writing or electronic form to the Chief, Bureau of Auditing, Department of Financial Services, 200 East Gaines Street, Tallahassee, Florida 32399-0355, prior to being vouchered by the agency. Such requests shall detail the circumstances of the emergency situation which prevented such person from carrying out his plans and shall clearly document the unrecoverable costs incurred by the person.

Specific Authority 17.075(1), 17.29, 112.061(9) FS. Law Implemented 17.075, 112.061, 215.42 FS. History—New 3-5-90, Amended 1-8-95, 12-29-96, Formerly 3A-42.010.

69I-42.011 Direct Payment of Expenses by Agency.

(1) Direct payment to vendors for the meals and lodging of an employee required to travel on emergency notice shall be processed in the same manner as common carrier payments under paragraph 69I-42.007(6)(a), F.A.C. The voucher shall clearly disclose that payments to vendors are requested due to the employee being required to travel on emergency notice.

(2) Direct payment of travel expenses may be granted with the prior approval of the agency head or his designee in situations that result in a cost savings to the State. Avoidance of state sales tax shall not be considered a cost savings to the State. Direct payment of travel expenses cannot be approved solely for the convenience of the traveler. The approval must document the cost savings and shall be included with the voucher submitted for such direct payments, which shall be supported by sufficient information from the travel vouchers and be processed in the same manner as common carrier payments under paragraph 69I-42.007(6)(a), F.A.C. Direct payment may not be made for Class C meals for state employees. Criteria for cost savings include but are not limited to discount for earlier payment or free use of a hotel meeting room if the agency has a need for such room.

(3) The prior approval of the Department shall be obtained by agencies desiring to use direct billing travel cards. The written request for approval, accompanied by a copy of the proposed contract, shall be submitted to the Department prior to execution of the contract. Requests shall be directed as indicated in subsection (2) above. Vouchers for the direct payment of common carrier charges shall list each traveler as a subvendor (pay and charge voucher) and be supported by copies of travel vouchers.

Specific Authority 17.075(1), 17.29, 112.061(9) FS. Law Implemented 17.075, 112.061, 215.42 FS. History—New 3-5-90, Amended 1-8-95, 12-29-96, Formerly 3A-42.011.

69I-42.012 Requirements for Reimbursement of Expenditures by Physically Handicapped Travelers.

(1) Purpose. To remedy inequities, conflicts and inconsistencies in the reimbursement of expenditures by physically handicapped public officers, employees and authorized persons whose traveling expenses are paid by a public agency.

(2) General Requirements. When a physically handicapped traveler incurs travel expenses in excess of those ordinarily authorized pursuant to the travel law and these rules, and such excess travel expenses were incurred to permit the safe travel of that handicapped traveler, those excess expenses will be reimbursed by the agency to the extent that the expenses were reasonable and necessary to the safe travel of the individual. All such claims for reimbursement of excess travel expenses shall be submitted in accordance with the requirements of the Americans With Disabilities Act of 1990, 42 U.S.C. §§ 12101 et seq.

(3) When a payment is requested pursuant to the Americans With Disabilities Act (ADA), which would not otherwise be a lawfully authorized use of state funds, the voucher must include a signed statement from the agency head or his designee certifying that:

(a) An employee of the agency, an applicant for a position or other covered person has requested a "reasonable accommodation" pursuant to the ADA, to assist him in performing his duties, applying for a position, or other covered activity.

(b) The agency has determined that the individual is a "qualified individual with a disability" as defined in the ADA.

(c) The agency has determined that the payment is for a "reasonable accommodation" pursuant to the ADA, for that employee, applicant or person.

(d) The agency will maintain all records related to this request for seven years and make those records available for review to persons authorized to review such records.

(4) All vouchers related to providing a "reasonable accommodation" shall contain a file number or other code by which the voucher can be readily traced to the confidential records maintained by the agency pursuant to paragraph (3)(d) above.

Specific Authority 17.075(1), 17.29, 112.061(9) FS. Law Implemented 17.075, 112.061, 215.42 FS. History—New 3-5-90, Amended 1-8-95, Formerly 3A-42.012.

**APPENDIX B
AVIS® SPECIFIC GUIDANCE**

When departing from the Capital Circle Office Complex, Tallahassee employees are directed to use the Avis® satellite office located within: 4030 Esplanade Way, Suite 101, Tallahassee, Florida 32399. The hours of operation are 8:00 a.m.-5:00 p.m., Monday through Friday, with the exception of any state observed holidays. State employees will only be able to make reservations at the Avis® Southwood Office by calling the Southwood office at 850-575-1860, the Avis® Airport location or the Avis® Monroe Street location. All employees are directed to create a Preferred Avis® account online at www.avis.com. Employees are asked to create accounts to ensure compliance with Division's cost saving measures and for the value added service of electronic receipts which may replace a lost or illegible receipt.

Weekend Sunday Rentals: Avis® will offer courtesy pickup service in front of the Avis® Office at Southwood on Sundays at 10:00 a.m., noon, 2:00 p.m. and 4:00 p.m. Avis® will pick customers up in a van and drive them to the downtown location. The van will be labeled with a magnetic sign that reads "Avis® State of Florida Courtesy Shuttle." These state customers should make a reservation for Sunday pickup at the Southwood Avis® office in order for us to have a general idea of the pickup volume and to have the rental agreements preprinted, if possible.

Tallahassee Avis® Rental locations

Location	Phone	Monday-Friday Hours	Saturday Hours	Sunday Hours
Avis® Southwood	850-575-1860	8:00 am-5:00 pm		
Avis® Airport	850-576-4134	6:00 am-Midnight	7:00 am-Midnight	7:00 am-Midnight
Avis® Monroe Street	850-222-9149	8:00 am-8:00 pm	9:00 am-5:00 pm	8:00 am- 8:00 pm

EToll charges and Avis® Billing: The Division may pay the convenience fee related to a rental car tolling service only if a Division supplied transponder is unavailable to the traveler and the toll was paid at a toll plaza that did not accept cash.

Documentation shall be maintained by the Division to support the payment of the convenience fee.

**APPENDIX C
REQUEST FOR TRAVEL AUTHORIZATION (RTA)**

Travel may be authorized according to the following guidelines:

A. Travel Authorization

All travel by Division employees must be authorized by their supervisor and chain of command based on the type of travel. Each bureau will submit a travel plan that details all anticipated travel for that time period on a quarterly basis. The Director and/or his/her designee will review and approve each bureau's travel plan. Based on the approved travel plan the Bureau Chief may approve all travel as provided below. However, any travel not on the approved quarterly travel plan must go to the Director and his/her designee for approval.

1. Supervisor: All travel
2. Bureau Chief: All travel
3. Finance Chief: Response Activation Only
4. Director: International travel; out of state travel; conference and convention travel; travel by prospective employees for executive and professional positions; travel by committees, councils, boards, commissions, task forces, etc. or travel by nonemployees under the administrative jurisdiction of the Division; and travel not approved per each bureau's quarterly travel plan.
5. All travel by non-employees is required to conform to the Division's Policy's cost saving measures including but not limited to room rates, compact car rental and carpooling.

B. RTA Form (See RTA attached hereto)

1. It is the intent of this policy that the RTA shall be submitted for approval no sooner than thirty (30) days and no later than ten (10) prior to departure date.
2. Prior to any travel, excluding disaster travel, the RTA must be completed with the inclusion of only the last four digits of the traveler's social security number and authorized. The RTA will be maintained by Division Finance and by the respective employee. A copy of this authorization must be submitted to Division Finance on all advance requests or with the TRV if no advance has been requested.
3. Certify and Digitally sign the RTA in Adobe Acrobat, then send to appropriate chain of command for approval. General instructions are included in the Excel travel form and may be used as a reference when completing the RTA.
4. Once approved, send an electronic copy of the RTA to Division Finance.

5. Division Finance will then designate the proper funding source and then determine if higher signature authority than supervisor is required. If higher signature authority is required, then Division Finance shall forward the RTA to the Bureau Chief or Director for signature. If higher signature authority is not required, the RTA shall be forwarded by Division Finance to travel@em.myflorida.com
6. Division Finance will record travel as approved and send an approved RTA to the traveler.

STATE OF FLORIDA
Request for Travel Authorization



General Info	Request Date	Name	ID Number	Agency	Bureau / Area	Unit	Official Headquarters	
	01/10/11	WHO AM I	last 4 digits of my SS#	Emergency Management	Pick One	Pick One	Tallahassee	
	Departure Date	Departure Time	Return Date	Return Time	# of Days	# of Nights	Type of Travel	
					1	0	Pick One	
	Destination	Address	City	State	Zip	Max Per Diem (No Lodging)	Meals & Per Diem	
						\$0.00	\$0.00	
	Lodging	Address	City	State	Zip	Rate	Lodging Total	
						\$0.00	\$0.00	
							Registration Fee:	\$0.00
	Lodging Justification if nightly rate is over \$150 per night or if hotel rate includes valet or resort fees.							
Mode of Travel	Mileage and Other Charges		Fuel Cost Estimator		Mode of Travel Cost Estimator			
	Total Miles Round Trip	0	Fuel-CPG	\$0.00	MODE	Per Mile/Day/Flight	Mode Costs (Includes Maintenance & Fuel)	
			Fuel-MPG	0	State Vehicle		\$0.00	
	Parking (Hotel and Offsite)	\$0.00	Fuel Total	\$0.00	Rental Cost-Per day	\$0.00	\$0.00	
	Tolls SUN-PASS	\$0.00	Estimate fuel when using state or rental vehicle		Privately Owned Vehicle (POV) Per mile	\$0.445	\$0.00	
	Taxi/Shuttle	\$0.00			Flight Cost		\$0.00	
	Internet Fees	\$0.00			Mode Selected	Pick One		
	Mode of Transportation Justification when Flying or Using Privately Owned Vehicles					Total Mode Cost	\$0.00	
	Car Pooling		If Yes, with whom.					
Pick One								
Purpose of Mission Critical Travel & Benefit to State:					Total Estimated Cost	\$0.00		
I hereby certify that travel as shown above is to be incurred in connection with official business of the State. Also, I acknowledge I have completed the estimated costs with the best information available to me at this time. I acknowledge this travel is mission critical to our agency.								
Approvals	Signed		Required for all travel					
	Supervisor		All travel					
	Bureau Chief		All travel					
	Director		International, Out of State, all Conference and Convention, and travel not approved per each Bureau's quarterly travel plan.					

APPENDIX D
TRAVEL REIMBURSEMENT VOUCHER (TRV)

1. TRVs not preceded by an advance, must be completed and submitted to Division Finance within two (2) business days from the date of return from travel. Even when the traveler has no claim for reimbursement, the TRV shall be completed by the traveler when a direct billing to the state will be made for common carrier, state owned vehicles, direct payment of lodging or meals or use of a State Purchasing Card (See P-Card Policy). In no case should a TRV extend beyond a 30 day period. Requested expenses must be in accordance with all applicable State and Division travel procedures to be reimbursed. A check or direct deposit will be issued to the employee for all reimbursable expenses. TRVs with a zero balance should also be submitted to Division Finance for tracking purposes.
2. Accurate completion and timely submission of the TRV is the responsibility of the traveler.
3. TRVs must be chronologically submitted as travel occurs. Failure to submit these TRVs in order of travel will result in non-processing of subsequent TRVs.
4. A statement of benefits accruing to the State of Florida by virtue of attendance at a conference or convention is required on the TRV along with a copy of the official conference or convention agenda.
5. Original receipts shall be attached to 8x11 paper for inclusion with a copy of the RTA. All receipts are to be attached to separate sheets of paper. All receipts must be signed and dated.
6. In addition, copies of all receipts shall be submitted to Division Finance, along with the TRV and a second copy of the RTA.
7. All receipts will be scanned into Adobe Acrobat format for submission with the Excel version of the TRV.
8. All receipts will be itemized on the TRV in the appropriate place based on payment type.
9. If an airline ticket or rental car agreement is lost, the traveler will be responsible for securing a duplicate before reimbursement can be made. No additional TRVs will be processed until this obligation is satisfied. The employee is responsible for filing a lost ticket report and will have to pay the lost ticket fee charged by the airline.
10. All unused airline tickets or any portion of unused tickets that were charged to the Division's Central Billing account must be submitted to Division Finance with an airline ticket return receipt signed by the ticket holder to be returned to the issuing agency for credit. The reason for the unused ticket must be noted on the front of the TRV. If not properly returned and documented through Division Finance, the traveler shall bear all cancellation/lost ticket fees.

11. For the following explanation, refer to the TRV form attached hereto. General travel instructions are included in the Excel travel form and may be used as a reference when completing the TRV.

- a. The traveler's name must appear as it does on the Division's payroll.
- b. The city of the employee's officially designated home office must be entered in the Headquarters space. Non-state employees must include their complete mailing address on the TRV.
- c. The traveler must designate whether he/she is an officer/employee of the State or a nonemployee/ independent contractor.
- d. The last 4 digits of the employee's social security number should be entered in the ID Number space.
- e. For Agency, enter FDEM, Bureau/Area and Unit. If not a Division Employee, leave blank.
- f. The traveler's city of residence must be completed.
- g. The Departure Date and Time must be completed.
- h. Complete a separate line for each leg of the trip. In the Travel Daily Summary, the information must be noted from the point of origin to the destination of each leg. Vicinity travel must be stated in the Vicinity Mileage claimed column.
- i. The Purpose column must contain a specific reason for all travel. It should be clear, concise and complete to indicate that travel was performed for official state business. When several trips are shown on the same TRV, the purpose for each trip must be indicated. Abbreviations are not allowed when defining the purpose of the trip.
- j. The Hour of Departure and Hour of Return must appear on different lines. No one can be paid for per diem or meals without substantiating departure and arrival times. On intermediate legs of a single trip, the hours of departure and return need not be filled in.

Computation of departure time will be as follows:

- i. When using a common carrier, a state or private aircraft, the determination will be made using up to a thirty minute time period before and after scheduled departure and return.
- ii. When using privately-owned vehicles or rental cars (state or commercial rental cars), the departure and return time will be the actual time of departure from and return to official headquarters.

- k. Per Diem and Meals are calculated on a separate line for each day or portion thereof. Two or more meals claimed for a single day would be shown as a total amount for that day.
- l. All modes of travel approved for reimbursement shall be identified in the Mode Column. The amount shall be calculated in the Mode Total column.
- m. If a common carrier ticket or rental car charge is paid for by the employee or charged to a P-Card and reimbursement is being requested, the abbreviation for the company name should be indicated in the Mode column and the amount of reimbursement for that portion of the trip should be indicated in the Other Expenses column. Full documentation must be provided.
- n. The Map Mileage Claimed column indicates the mode of travel in all cases. For a private vehicle, the number of miles in each leg of the travel from official Florida Department of Transportation maps which can be found online at <http://www2.dot.state.fl.us/CityToCityMileage/viewer.html> must be entered. This will be reimbursed at the rate provided by Florida Statute. All vicinity mileage must be computed and entered in the Vicinity Mileage Claimed column. Vicinity mileage will be reimbursed at the statutorily approved rate.
- o. Reimbursement will be claimed in the Other Expenses column for the following:
 - i. Payment of registration fee for attendance at a conference or convention. Submission of the original receipt is required. If meals are included in the registration fee, these amounts must be deducted even if the traveler chooses for personal reasons not to eat the meal. As provided in Attorney General Opinion 081-53, a continental breakfast is considered a meal and must be deducted, if included in the registration fee, from the meals claimed. In the case where a meal is provided by a hotel or airline, the traveler will be allowed to claim the meal allowance provided by law.
 - ii. Taxi fares; if a fare is for more than twenty-five dollars (\$25.00) on a per fare basis it must be supported by a receipt.
 - iii. Parking, storage, bridge fees and road tunnel tolls more than twenty-five dollars (\$25.00) must be supported by receipts, but are not allowed on a weekly or monthly basis for privately owned automobiles unless the savings to the state can be and is justified in writing.
 - iv. Minimum communication expense (i.e. telephone, fax, etc...); The TRV shall include a statement that the communication expenses were for state business purposes. Family and non-business purposes are not eligible for reimbursement.

- v. Postage or fees for carrying or transporting equipment necessary in the conduct of official business, under conditions where the traveler or travelers cannot perform this function without assistance, are reimbursable. Receipts are required and an explanatory statement fully justifying the fees paid must be included on the TRV.
- vi. Reasonable tips and gratuities may be reimbursed to the traveler as defined below:
 - a. Actual tips paid to taxi drivers not to exceed 15% of the fare must be reflected separately from the taxi fare itself.
 - b. Actual amounts paid for mandatory valet parking service, not to exceed one dollar (\$1.00) per occasion, which was incurred in the performance of state business.
 - c. Actual portage charges paid, which shall not exceed one dollar (\$1.00) per bag not to exceed five dollars (\$5.00) per incident. Portage charges exceeding \$5.00 per incident will require additional justification. The need for these services must be justified on the TRV.
- vii. Other incidental fees as follows may be reimbursed upon presentation of a receipt.
 - a. Laundry and pressing service charges (including dry cleaning services) necessarily incurred to complete the traveler's official business when that travel extends beyond seven days and such expenses are necessarily incurred to complete the official business portion of the trip.
 - b. Actual passport and visa fees required for official travel.
 - c. Actual and necessary fees incurred for the purchase of traveler's checks for official travel expenses.
 - d. Actual fees charged to exchange currency necessary to pay official travel expenses involved in foreign travel.
- p. Any travel advance received pertaining to the travel for which reimbursement is being requested should be reflected in the Revolving Fund/Advance Columns. This should reflect the additional amount owed to the traveler or the refund owed by the traveler to the state should the advance previously received exceed the reimbursable expense.
- q. A statement of the benefits accruing to the state by the traveler's attendance is required for all conference/convention and out-of-state travel.

- r. The traveler shall complete and print the TRV and attach all receipts.
- s. The Traveler shall submit the TRV and attached receipts to the approving authority for approval.
- t. The TRV must be approved and dated by the approving authority above before it is submitted for reimbursement.
- u. Once the approving authority has approved the TRV, the traveler must submit the original TRV and all attachments to Division Finance.

APPENDIX E ADVANCE OF FUNDS FOR TRAVEL EXPENSES

This section defines the process whereby a traveler may obtain an advance of state funds to provide the traveler a portion of the costs associated with official state business travel when no other means of funding the anticipated travel expenses is available.

A. Advance Eligibility

1. Only Division employees may be eligible for travel advances from the Division Revolving Fund.

B. Purchasing Card Effects on Advance Eligibility

1. A traveler who has been issued and is holding in good standing a P-Card shall not be eligible for a travel advance or use of the Division's central billing account.
2. A traveler who refuses to apply for a P-Card shall not be eligible for a travel advance or use of the Division's central billing account. By refusing to apply for a P-Card, the traveler attests that he/she has the resources to front the cost of travel.
2. A traveler who applied for a P-Card and was denied issuance by the Card Contractor may be eligible for a travel advance and use of the Division's central billing common carrier accounts.
3. A traveler who applied for and received a P-Card but had that card revoked for misuse or failure to pay charges timely, shall not be eligible for a travel advance or use of the Division's central billing common carrier accounts.
4. No advances shall be authorized or made for amounts less than \$50.00.

C. Completion of Application for Advance on Travel Expense

1. Traveler-identifying information must be completed in full to provide for sufficient audit by Division Finance. Non-employees must include the Division association that warrants their travel. Requests cannot be audited and processed without sufficient information as indicated on the form.
2. Specific trip information shall be provided as requested on the application.
3. Estimated expense shall be calculated according to Sec. 112.061, Fla. Stat. and 69I-42, F.A.C.
4. The application must have attached two (2) paper copies of the RTA and an electronic copy of the RTA.
5. The authority to approve the request for travel advance shall be in accordance with the written authority delegated by the Division Director.

D. Submission Time Frames

1. An employee shall complete and submit to Division Finance the application for advance in triplicate at least three (3) business days prior to the desired issue date of the check except during activation of Emergency Operations Center (EOC). The release of the check to the employee may not be more than two (2) business days in advance of the commencement of travel and may not be after the commencement of travel without justification and approval from the authorizing agent of the employee's travel.
2. Travelers not eligible for advances through the Division revolving fund shall submit the application for advance to Division Finance twelve (12) business days prior to the commencement of travel. Advance warrants may not be released to the traveler more than two (2) business days in advance of the commencement of travel.
3. Travelers whose proposed travel requires the authorization of the Director should allow up to two (2) additional days for obtaining that approval prior to the beginning of the necessary days for fiscal processing.

E. General Accounting Audit

1. Division Finance will perform the following audits of the advance request prior to the issuance of a check or warrant:
 - a. Multiple advances shall not be processed without written justification of circumstances which necessitate an exception to this restriction, and approval of DFS. DFS Approval shall be obtained by Division Finance. Criteria for approval shall include discount airline tickets and multiple advances for extended trips.
 - b. Verify that the traveler does not have any other prior advances outstanding.
 - c. Confirm that all information required by this Policy is completed.
 - d. Verify that computation of the amount requested is accurate and that amount of "Advance Travel Allowed" does not exceed eighty percent (80%) of estimated per diem reimbursement, mileage and incidental expenses. Exception to the 80% restriction is allowed in order for the traveler to take advantage of a substantially discounted common carrier ticket paid for by the traveler. In that case, the advance may be for 100% of the discounted common carrier rate and 80% of all other estimated travel expenses. Estimated costs for common carrier and rental car charges that will be billed directly to the Division (i.e. credit card charges, one-time travel orders or tickets charged through travel agencies) shall not be included in the calculation.
 - e. Verify that all appropriate signatures are provided and are in accordance with the authorities delegated by the Director.

- f. After the above reviews have been completed and all information is found to be correct and in order, a revolving fund check shall be prepared or the request package shall be submitted to DFS for payment. Specific information (check/warrant, date prepared, and initials of Division Finance personnel) providing the audit trail of the advance shall be entered on the application for advance.
- g. Distribution of advance check/warrant shall be made by a Division Finance employee not involved with the issuance of the check/warrant.
 - i. The advance check/warrant and the third copy of the application for advance shall be distributed to the respective division contact designated to receive travel checks/warrants.
 - ii. The copy of the advance check/warrant, along with the original and second copy of the application for advance, shall be retained by Division Finance to audit and process the TRV.

F. Advance Settlement/Repayment

1. Upon completion of an authorized trip for which a travel advance has been issued, the traveler will electronically attach his/her copy of the application for advance to the TRV.
2. This TRV should be submitted to Division Finance within two (2) business days after completion of travel. Repayment of advances where travel was canceled should be made within two (2) business days.
3. Upon receipt of the above forms, Division Finance shall review the TRV for compliance with Section 112.061, Fla. Stat. and 69I-42, F.A.C. If a traveler is entitled to additional funds for a travel period, the travel advance shall be deducted on the face of the TRV. When an advance was made through the revolving fund, the reimbursement shall also be settled through the revolving fund. When an advance is made through DFS, the reimbursement shall be through DFS. A check for the balance due the traveler will be issued.
 - a. If the travel advance exceeds the travel expense incurred, the traveler shall submit to the Division Finance a personal check, cashier's check, or money order, along with a copy of the TRV for the unexpended portion of the advance within two (2) business days of the traveler's return to headquarters. The original TRV and a scanned copy of the personal check, cashier's check, or money order shall be submitted to Division Finance. Personal checks shall not be accepted from employees who are terminating their employment with the Division.
 - b. Travel advances cannot be authorized for subsequent travel until the prior advance has been repaid in accordance with the above procedures.

4. If, upon request by the Division for reimbursement of the revolving travel fund, DFS disallows any travel expense, the employee shall make immediate repayment of such amounts. Future advances and/or reimbursements of traveling expenses cannot be made until the employee repays such disallowed costs.
5. Division Finance shall reimburse the revolving travel fund in accordance with DFS procedure.

APPENDIX F TRAVEL REIMBURSEMENT REVOLVING FUND

A. Revolving Fund

1. Travel reimbursement from this fund will only be made to Division employees. The minimum amount of a check will be \$50.00 unless otherwise approved by the Financial Administrator.
2. Travel Advances may be made from the revolving fund with the approval of the Financial Administrator and his/her designee or the Travel Supervisor and his/her designee.
3. Any overpayments made to employees from this account must be reimbursed by the last day of the month following notification that the over payment occurred. The employee should be notified by telephone: then, a follow-up letter should be sent.
4. Any reimbursement request for which doubt may arise as to appropriateness of the claim will not be processed from the revolving fund but will be processed through the normal processing cycle to DFS.
5. All funds received as an advance are due and payable to the State if a travel voucher is not received documenting the completion of the trip. Failure to submit finalized travel reimbursement documents after receipt of a travel revolving fund advance will result in the denial of all future revolving fund advance requests.

B. Revolving Fund Reconciliation Procedure

The following is a step by step explanation of procedure to be followed in reconciling the revolving fund:

1. Download bank statement from the Florida Treasury website. Copies of checks as issued shall be provided to the accountant in Division Finance.
2. Within two days, the Accountant should return a copy of the register report to the Budget unit.
3. After the register report is received, the Accountant in the Budget unit matches up the bank statement to the register report.
4. The Accountant in the Budget unit prepares the excel spreadsheet. The Accountant reconciles the bank statement against the register report. This is completed by the end of the month.
 - a. Steps in preparing the Excel spreadsheet:
 - i. Copy previous month tab and rename to the month being reconciled.
 - ii. Change the dates.

- iii. Plug in the ending balance from the bank statement under the Bank Statement column.
- iv. Plug in the Register Report end balance under the PC column.
- v. Check any Deposits or Checks on the Register Report that is not on the bank statement and add to the spreadsheet under O/S CHECKS.
- vi. At the bottom of the worksheet copy the last month unreimbursed payments for the current month and change the dates.
- vii. List any Advances or Repayments for that month from the Register Report. Repayments should be grouped with the original Payment.
- viii. Add worksheet total to various and be certain the formula is pulling the correct line #.
- ix. When finished, give a copy of bank statement, register report, and reconciliation sheet to the Budget unit for review.

NOTE: If there is no activity on the Register Report, then the ending balance from the previous month rolls forward.

- x. After the Budget unit has reviewed and approved the report, print two (2) copies of the reconciliation sheet. Copies are for Accountants in the Budget and General Accounting units.
- xi. File a copy along with the original bank statement and register report in the appropriate Revolving Fund Reconciliation Book.

ATTACHMENT E

Video Conference Guidance

For guidance please contact the Division of Emergency Management's Communications Unit at (850) 921-1854.

TRAVEL POLICY AND PROCEDURE ACKNOWLEDGEMENT FORM

I hereby acknowledge and agree:

1. That I have received and read a copy of the Travel Policy and Procedure (Adopted April 21, 2010) and agree to abide by this policy.
2. That I will comply with the rules and regulations outlined in this policy.
3. That this original acknowledgement will be placed in my personnel file and maintained by my bureau or office.

Name of Employee (printed)

Employee signature

Date

Name of Supervisor (printed)

Supervisor signature

Date

STATE OF FLORIDA DEPARTMENT OF COMMUNITY AFFAIRS
ADMINISTRATIVE PROCEDURE

1108.1
February 16, 2007
AS


Secretary of Community Affairs

DCA PROCEDURE 1108.1

TO: All Employees

SUBJECT: Mandatory Use of Seatbelts and Safe Operation of Vehicles

1. Policy

It is the policy of the department that seat belt use is mandatory while occupying any vehicle performing official state business.

It is the policy of the department that any employee operating a motor vehicle for official state business will do so in accordance with all federal, state, and local laws and ordinances.

2. Authority

Section 440.09 (4), Florida Statutes; 60B-1.012, Florida Administrative Code; Executive Order 07-01, Code of Personal Responsibility.

3. Supersession

This is a new procedure.

4. Procedure

- a. All seated occupants of state-owned, leased, or rented vehicles, and all personal vehicles operated on state business shall properly utilize the seat belts or occupant restraint system provided. Failure to utilize seat belts or occupant restraint system shall be considered improper use of a vehicle and shall subject employees to disciplinary action. If an accident resulting in injury to an employee occurs, and the employee is not utilizing the seat

ADMINISTRATIVE PROCEDURE

1108.1
February 16, 2007
AS

belts or occupant restraint system provided, and the failure to use the seat belts or occupant restraint system provided contributes to injuries received, workers' compensation benefits may be reduced under the provisions of Section 440.09(4), Florida Statutes.

- b. All state-owned, leased, or rented vehicles, and all personal vehicles operated on state business shall at all times be operated in a safe and courteous manner. Failure to operate vehicles in a safe and courteous manner shall be considered improper use of a vehicle and shall subject employees to disciplinary action.
- c. All state-owned, leased, or rented vehicles, and all personal vehicles operated on state business shall operate in compliance with all applicable federal, state, or local laws and ordinances. Failure to comply with federal, state, or local laws and ordinances shall be considered improper use of a vehicle and shall subject employees to disciplinary action. All fines and penalties resulting from failure to comply with federal, state, or local laws and ordinances are the personal responsibility of the vehicle operator.

5. Prohibition Against Retaliation

- a. Consistent with Section 112.3187, Florida Statutes, it is the policy of this agency that there be no retaliation against an individual because such person has in good faith opposed any offense involving a violation of these provisions, made a charge or testified, assisted or participated in any manner in an investigation, proceeding, or hearing involving an alleged offense involving a violation of these provisions. Retaliatory actions shall subject the perpetrator to disciplinary action up to and including dismissal.
- b. Nothing in this section precludes disciplinary action against an employee who is found to have knowingly filed a false complaint or report of a violation of this procedure against another employee.
- c. If the complainant at any time believes they are experiencing retaliation as a consequence of having filed a complaint, the complainant may make a written statement concerning the facts of the retaliation which will become the subject of a separate but related investigation. This investigation shall

ADMINISTRATIVE PROCEDURE

1108.1
February 16, 2007
AS

be handled in accordance with the Florida Whistle-blower's Act, sections 112.3187 through 112.31895, Florida Statutes.

STATE OF FLORIDA
DIVISION OF EMERGENCY MANAGEMENT

**ADOPTION OF GROOMING AND ATTIRE POLICY AND PROCEDURE
(Effective December 1, 2008)**



W. Craig Fugate

1. General Statement

The purpose of this policy and procedure is to establish guidelines for dress and personal appearance of employees of the Division of Emergency Management ("Division"). The Division requires employees to dress in a manner that is professional and appropriate to your job function. Therefore, the Division has adopted general guidelines and dress code for employees who work at the Division, as well as deployed employees during an emergency activation.

2. Authority

a. 60L, Florida Administrative Code.

3. Supersession

None, this is a new policy.

4. General Grooming Standards

- Always maintain a clean, professional, and groomed appearance.
- Hair should be neat, clean, and of and conservative in style and color.
- Facial hair should be clean and trimmed.
- Facial jewelry (excluding earrings) is not allowed. Covering facial jewelry with a band aid is not permitted.
- Earrings must be professional in nature and not pose a safety risk.
- Body piercings must not be visible other than earrings worn in the ears.
- Offensive tattoos must not be visible. Offensive tattoos include depictions of nudity, obscenities; promote racial or ethnic offenses, or criminal behavior.
- Personal hygiene should be maintained.

5. General Day-to-Day Office Attire Standards

The following list of items to wear is for illustrative purposes only and is not meant to be exhaustive. The list is based upon the Division's desire to maintain a professional atmosphere which is free of harassment and disruption of any kind.

At all times, employees should choose business casual clothing that communicates professionalism. Clothes must fit well, and be neat, clean, and without holes or ragged edges.

Appropriate Attire:

- Dress pants, khakis, corduroy
- Dress shirts (tucked in)
- Polo shirts (tucked in)
- Sweaters, turtlenecks
- Blouses, dresses
- Dress sandals and heels for woman; dress shoes for men
- Ties (optional)
- Suits (optional)
- Dress coats (optional)

*** SERT attire (polos, t-shirts, dress shirts, and baseball caps) are issued to Division personnel for the purpose of creating an identifiable and professional looking appearance during an emergency activation or while the individual is representing the Division on state business. SERT issued attire is not intended to worn as day-to-day attire. The Logistics Section of the Bureau of Response shall be authorized to wear SERT t-shirts on a daily basis unless members of the units are representing the Division on state business before the public.

Inappropriate Attire:

- Baseball caps, bandanas
- Sneakers
- Jeans (depending on your job function)
- Workout clothing, sweatpants, sweatshirt, sweat suits
- Mesh shirts
- Hawaiian shirts
- Shorts, Bermuda shorts, bicycle shorts, etc.
- Spandex
- Tank top
- T-shirts, unless working outside and in a hot and humid environment or authorized by supervisor.
- Pajamas
- Flip-flops, slippers, crocs
- Transparent or revealing garments
- Ripped or torn clothing
- Attire with offensive comments or slogans
- Athletic sportswear

Exceptions: On each Friday, Division employees are permitted to dress casually. This is a privilege that may be revoked at will by the Director. Jeans are approved, but should be professional looking. They should also be neat, clean, and must fit properly. The fading should not give the notion of tattered jeans. No rips or tears. Any shirt, including sports jerseys should be tucked in and any shirt that is not designed to be tucked in are considered appropriate for Fridays.

6. Emergency Activation Attire Standards in the State Emergency Operations Center

The following list of items to wear is for illustrative purposes only and is not meant to be exhaustive.

Appropriate Attire

- Authorized SERT logo shirts, polos and baseball caps
- Khaki pants, jeans
- Shoes, sneakers
- Dress pants, khakis, corduroy
- Dress shirts (tucked in)
- Polo shirts (tucked in)
- Sweaters, turtlenecks
- Blouses, dresses
- Dress sandals or heels for women

Inappropriate Attire

- Baseball caps, bandanas
- Jeans (depending on your job function)
- Workout clothing, sweatpants, sweatshirt, sweat suits
- Mesh shirts
- Hawaiian shirts
- Shorts, Bermuda shorts, bicycle shorts, etc.
- Spandex
- Tank top
- T-shirts, unless working outside and in a hot and humid environment or authorized by supervisor.
- Pajamas
- Flip-flops, slippers, crocs
- Transparent or revealing garments
- Ripped or torn clothing
- Attire with offensive comments or slogans
- Athletic sportswear

Exceptions: An employee may be excused from the dress code above if the individual is required to report to the State Emergency Operations Center immediately and does not have sufficient time to comply with this policy. The employee, however, will be required to dress appropriately when he or she is presented the opportunity to acquire the appropriate attire.

7. Field Operations Attire Standards

The following list of items to wear is for illustrative purposes only and is not meant to be exhaustive.

Appropriate Attire:

- Khaki pants, jeans, cargo pants
- Shoes, boots, sneakers
- Authorized SERT polos, including SERT t-shirts
- Authorized SERT baseball caps (other hats must be approved by supervisor)
- Authorized SERT jackets

Inappropriate Attire:

- Shorts, Bermuda shorts, bicycle shorts, etc.
- Spandex
- Flip-flops, slippers
- Transparent or revealing garments
- Ripped or torn clothing
- Attire with offensive comments or slogans
- Athletic sportswear (sweatshirt, sweatpants)

8. Identification/Name Badges

A Division issued name badge must be worn at all times while working. It must be visible at all times.

9. Other

Employees shall not wear any SERT issued apparel while off-duty. For the purposes of compliance with this paragraph, "off-duty" shall mean the time by which the employee arrives at his or her primary place of residence and is no longer considered at work by the Division. Employees that have been deployed by the Division during an emergency activation are considered on-duty for the period of the activation.

10. Compliance

Supervisors must enforce the grooming and attire standards for their respective areas of responsibility. Personal preferences should not influence varying interpretations whereas when implementing these standards in their areas, consistency should be maintained. Supervisors will follow up verbally if standards are not met. In any case, particularly that of personal hygiene, a verbal follow up will be approached in a considerate manner by means of confidentiality and discretion. In the case of reoccurrence, the supervisor may send the individual home to become consistent with the policy. This will be unpaid leave.

Subsequently, if standards are not met, progressive disciplinary actions will be applied. Repetitive disciplinary actions may lead up to and including dismissal.

11. Exceptions

At the Director's discretion, he or she may make exceptions based upon religious doctrine, special tasks, inclement weather, emergency activation, health, or for any other reasonable purpose.

This policy becomes effective on **December 1, 2008** and shall be applicable to employees of the Division of Emergency Management only. Any action arising prior to the adoption of this policy shall bring forth a claim in accordance with personnel policies and procedures adopted by the Department of Community Affairs.



STATE OF FLORIDA

DIVISION OF EMERGENCY MANAGEMENT

CHARLIE CRIST
Governor

RUBEN D. ALMAGUER
Interim Director

MEMORANDUM

To: All Division Personnel

From: David Halstead, Interim Deputy Director

Date: June 26, 2009

Re: Alternate Email Procedure for Continuity of Operations

Pursuant to section 252.365, Florida Statutes, and consistent with guidance issued by the Division on September 9, 2002 as it relates to Continuity of Operations, in the event the Division's email service (Microsoft Outlook) is interrupted or rendered inoperable, you will be required to communicate through an alternate (backup) email system. This will ensure that you have a viable capability to communicate and perform essential functions during an emergency. Therefore, on or before **July 1, 2009**, please establish an alternate email by using the following naming convention to create a Google Gmail account: **firstname.lastname.em@gmail.com**.

Email Usage by the Division

Your Google Gmail account should be used for agency business only. You are also not to conduct personal business using this email account. It is strictly for COOP purposes only.

As a reminder, Division policy prohibits the viewing of pornography, or sending pornographic jokes or stories via email. These acts are considered sexual harassment and will be addressed according to the Division's sexual harassment policy.

Additionally, any emails that discriminate against employees by virtue of any protected classification including race, gender, nationality, religion, and so forth, will also be addressed in accordance to the Division's harassment policy. These emails are prohibited and sending or forwarding non-business emails will result in disciplinary action that may lead to employment termination.

Continuity of Operations

If the Division's normal email service (Microsoft Outlook) is rendered inoperable, if accessible, each employee shall use their Google Gmail account (among other technologies) as a backup to communicate.

In order to comply with Chapter 119 (Public Records), Florida Statutes, any employee using their Google Gmail account shall also copy every business related email communication to their Microsoft Outlook email account for public records preservation purposes.

Division Owns Employee Email

Please keep in mind that the Division owns any communication sent via email or that is stored on Division equipment. Management and other authorized staff have the right to access any material in your email or on your computer at any time. Please do not consider your electronic communication, storage or access to be private if it is created or stored at work.

Application Familiarization

As an employee of the Division, you are required to be prepared to respond to any event or emergency. In accordance with Continuity of Operations guidance, you should familiarize yourself with Gmail by Google and learn how to use their services. It is also recommended that you duplicate an emergency contact list within Gmail by Google that is the same or similar to your Microsoft Outlook contacts. This will enable you to communicate instantaneously with emergency stakeholders or work related personnel when your Microsoft Outlook account is inaccessible.



STATE OF FLORIDA
DIVISION OF EMERGENCY MANAGEMENT

RICK SCOTT
Governor

BRYAN W. KOON
Director

STATE OF FLORIDA
DIVISION OF EMERGENCY MANAGEMENT

MOBILE DEVICE POLICY
(Effective July 10, 2012)

A handwritten signature in blue ink, appearing to read 'Bryan W. Koon'.

Bryan W. Koon, Director

I. PURPOSE

The use of mobile devices poses risks to the information they contain, as well as to the devices themselves. Use of mobile devices on agency networks poses risks to agency information technology resources. Use of mobile devices for state government data and information poses risks to the confidentiality and integrity of that information.

Appropriate security controls must be in place to mitigate security risks presented by using mobile devices and to help ensure compliance with Florida public records, confidentiality, and records retention statutes and rules.

II. SCOPE

This policy applies to Division of Emergency Management (Division) employees or contractors who use Division-issued mobile devices for Division official business.

III. SUPERCESSION

This policy supersedes the Mobile Device Policy dated February 23, 2012.

IV. POLICY

A. Personal Devices

Employees shall not use personal or non-State accounts and servers (including, but not limited to email, text messaging, instant-messaging, or social networking devices or accounts) to conduct State business.

B. Division Issued Devices

The acquisition and use of mobile devices by Division personnel must be related to the job duties of the user. It is the responsibility of each bureau chief and program area manager to determine whether the employee is eligible for a mobile device. A mobile device will only be issued to personnel who have an essential or critical job function during emergency activations.

It is the responsibility of any user of a mobile device to ensure that all components remain as secure as his or her network within their office. All employee issued Division mobile devices must observe the following:

1. All authorized users of mobile devices must execute and submit the Mobile Device Use Agreement and Assignment Form to the Personnel Office prior to receiving a mobile device.
2. Mobile devices are business tools that should be used primarily for business use. All authorized users must reimburse the state for any additional expense incurred by unauthorized use, including but not limited to the downloading of software and music, and for personal phone calls and text messaging.
3. Authorized users shall refrain from sending or storing security sensitive data on such devices.
4. Users are responsible for immediately reporting any lost or stolen device to their bureau chief. Bureau chiefs will immediately assess the data that was on the device and the potential vulnerability to the State and report the loss to Division Logistics and ISS.
5. Users are responsible for reimbursing the agency for the cost of repairing or replacing their mobile device damaged or lost as a result of the user's negligence.
6. Users are responsible for returning the mobile device to Division Logistics, Communications Unit when they separate from employment or it is no longer needed to carry out their work assignment (agency or emergency work related), or at the express request of the bureau chief or the Deputy Director. Users will also be responsible for the purchase price and related costs of the device if they do not return the mobile device, including accessories.
7. Each employee is responsible for all incoming and outgoing calls made against their mobile device. An assigned mobile device should be used for official business related activities. For any non-state business calls placed against an employee's mobile device, it is their personal responsibility for payment. Personal use of an assigned unit shall be occasional, incidental, or for emergencies. The employee shall reimburse the Division at a rate of twelve (12) cents per minute. A monthly usage bill will be provided to each employee. The employee is responsible for reviewing the quarterly usage bill and must reimburse state for all personal calls and non-state business calls. If the total monthly cost for personal usage is less than \$1.00, the employee should wait until total charges exceed \$1.00 before paying the personal charges.
8. The Division reserves the right to question all mobile telephone calls. The employee must provide a personal check or money order made payable to the Division. The

personal check or money order should include a \$3.00 administrative fee for processing of the refund.

APPENDIX A

**Division of Emergency Management
Mobile Device Use Agreement and Assignment Form**

Date: _____

Division Issued
DEM # _____

Name	Bureau	Location
------	--------	----------

Carrier	Model	PIN # / Serial #	Phone #

By signing below, you agree that:

I have received the mobile device identified above and agree to the requirements above. I understand the mobile device is being issued for use during my employment at the Division. I am responsible for returning the mobile device to Division Logistics upon my departure from the Agency.

State Device: _____
Employee Signature



STATE OF FLORIDA
DIVISION OF EMERGENCY MANAGEMENT

RICK SCOTT
Governor

BRYAN W. KOON
Director

STATE OF FLORIDA
DIVISION OF EMERGENCY MANAGEMENT

PROPERTY MANAGEMENT AND ACCOUNTABILITY POLICY
(Effective March 1, 2012)

Bryan W. Koon, Director

I. INTRODUCTION:

Division Logistics has overall management and control of all equipment purchased by the Florida Division of Emergency Management (Division) that plays a key role in the State's overall capabilities to respond to, and recover from an emergency event occurring in the State. Division Logistics is to coordinate with the Information Systems and Services Unit (ISS) for all purchases for computers and related ISS equipment.

Chapter 273, Florida Statutes; Chapter 691-72, Florida Administrative Code; and Chapter 10.35, Rules of the Auditor General, regulate the acquisition, accountability, control, transfer, and disposal of all tangible personal property owned by the Division of Emergency Management. Additionally, CFO Memorandum 04 (2010-2011) revises certain asset guidance for the capitalization of assets in the financial statements and should be referred to before closing each fiscal year to ensure proper asset capitalization.

II. SUPERSESION:

This policy supersedes the Property Management and Accountability Procedures previously dated September 19, 2011.

III. MISSION/SCOPE:

The Mission of Division Logistics is to ensure all the Division's property is properly accounted for, issued, returned, maintained, surplus and disposed. Also, Division Logistics ensures that the DEM property accountability system (as designed by the Division) is being properly utilized and that all property is entered into that system. Division Finance is to ensure all property valued at \$1000.00 or above and "desirable" property is properly recorded in the FLAIR Property Subsystem. Division Finance shall conduct an independent annual inventory of all property in the FLAIR Property Subsystem as close to June 30 as practicable; and Division Logistics shall conduct 100% annual inventory on all

property maintained in the DEM property accountability system. It is the responsibility of Division Finance to ensure there is an adequate reconciliation between the two property tracking systems and to ensure all asset records are complete and reconciled in the financial records.

IV. ROLES AND RESPONSIBILITIES:

The equipment under the management of Division Logistics includes a wide variety of response and recovery assets such as: response vehicles, communications equipment, satellite telephones, deployable laptop computers, small generators, cell phones, and a host of other key assets. As such, it is the responsibility of Division Logistics to ensure this equipment is properly managed and coordinated with Division Finance for property maintained in the FLAIR Property Subsystem. Division Logistics will designate an Accountable Property Officer (APO) who will be responsible for managing this equipment. Division Finance will designate a Property Analyst (PA) who will be responsible for maintaining the FLAIR Property Subsystem, disposition documentation within the Subsystem, and tagging property recorded in the FLAIR Property Subsystem.

- A. The APO position within Division Logistics manages all property purchased and assigned to any Division Offices or Continuity of Operations locations and oversees issuance of property to those locations. The APO coordinates with the PA the receiving and tagging of any property recorded in the FLAIR Property Subsystem. Further, the APO ensures that the Field Recovery Office (FRO) Assistant APO issues and receives property and provides the PA the necessary receiving information for FRO property recorded in the FLAIR Property Subsystem. The APO also maintains the appropriate property records using the Division's Property Management Accountability software. The APO and PA will coordinate regular inventories/reconciliations of all Division FRO property and its tracking system.
- B. The facilities manager at the State Logistics Response Center (SLRC) will be responsible for receiving, issuing, and accounting for all property assigned to the SLRC. The APO is to ensure all property at the SLRC is maintained in the Division's Property Management Accountability software and the APO coordinates with the PA the receiving and tagging of any property recorded in the FLAIR Property Subsystem. The APO and PA will coordinate regular inventories of all Division SLRC property.
- C. When a Joint Field Office (JFO) is established, Division Logistics will appoint two personnel; a field support specialist, and an APO who will work under the appointed Logistics Chief. The APO will be responsible for all property utilized by Division personnel at the JFO and other field assignments in support of the disaster response. The Field Support Specialist will be responsible for supporting all facilities and personnel in the field that are assigned to the JFO. Division Finance will appoint a PA to receive, process and tag all property recorded in the FLAIR Property Subsystem.

V. DEFINITIONS

- A. Property Decals –property decals identify the property asset number that is used in tracking and maintaining property records. The four (4) types of decals the Division uses to identify property are:
1. EOG Property Decal – All furniture and property/equipment with a value of \$1000.00 or more and “desirable” property.
 2. State of Florida Emergency Management Decal – All non-expendable or accountable property purchased by the Division.
 3. State Emergency Response Team (SERT) Equipment Decal – All property deployed into the field. Equipment with this decal shall be returned within 30 days of issuance. This decal does not use an identification number.
- B. Accountable Property – Any equipment, furniture, fixture, computer, projector or other property of a non-consumable and non-expendable nature that has a normal life expectancy of one year or more, and/or any item considered pilferable, regardless of cost. Division Logistics will follow the State’s depreciation schedule. Accountable property can be considered Tangible Personal Property or desirable property and may or may not be capitalized in the accounting records.
- C. Desirable Property – Property such as cameras, GPS devices, television equipment, ISS equipment, and audio-visual equipment that are under a \$1000.00 and are maintained in the FLAIR Property Subsystem.
- D. Expendable Property – Any property or commodity that is consumed during use. Examples include, but are not limited to, toner for copiers/printers, ink pens and paper. Repair parts, regardless of value, are considered expendable property. Expendable property is not defined as a capitalized asset and should not be purchased with Operating Capital Outlay (OCO) accounting codes.
- E. Property Custodian - The Property Custodian of all Division property is the Division Director as delegated by the Governor.
- F. Surplus property - Property that is determined to be of no further use to the Division and still holds value.
- G. Scrap property - Property that is determined to be of no further use to the Division, but holds no further value or would be costly to dispose of as surplus property.
- H. Tangible/Non Expendable Property - Equipment, fixtures and other tangible personal property of non-consumable and non-expendable nature, of which the value is \$1000.00 or more and the normal expected life of which is one year or more and hardback-covered bound books that are circulated to students or the general public, the value or cost of which is \$25.00 or more and hardback-covered

bound books, the value or cost of which is \$250.00 or more as defined by section 273.02, F.S.

VI. STATE RESOURCE MANAGEMENT NETWORK (SRMN)

The State Resource Management Network (SRMN) software is used to manage all property, equipment, and resources purchased or assigned to the Division. The SRMN software has the ability to track all equipment through the entire property lifecycle, from ordering to disposal. The following procedures will be used to input equipment and property into the SRMN software:

1. Once property has been received by the Division it will be entered in the SRMN software by the APO prior to issuance. At a minimum, the asset type, model number, serial number, date of purchase, cost, location, person (if applicable) and asset number will be documented.
2. If an emergency purchase is made, the item will be entered into the SRMN software by the APO as soon as possible after the item is received.

VII. FLAIR PROPERTY SUBSYSTEM

The FLAIR Property Subsystem is a subsidiary file of FLAIR where detailed accounting information related to property is recorded. All accounting information in the FLAIR Property Subsystem relates directly to the Division's financial statements and is the official state record of the Divisions property. The FLAIR Property Subsystem tracks all tangible personal property that has a value of \$1000.00 or more and hardback-covered bound books that are circulated to students or the general public, the value or cost of which is \$25.00 or more and hardback-covered bound books, the value or cost of which is \$250.00 or more and tracks desirable property designated by the Division. The following procedures will be used to input equipment and property into the FLAIR Property Subsystem:

1. Purchase requisitions are the first step to identify property that is recorded in the FLAIR Property subsystem. Property items that meet the definition of tangible property, as defined within this Policy, are coded with object code 5XXXXX. This object code generates a pending property record in the FLAIR Property Subsystem once the disbursement occurs in FLAIR. Bureau Financial Specialists (BFS) are responsible to ensure that purchase requisitions are clearly written and the description of the items being purchased are in such detail that tangible property can be distinguished from other non-tangible property on the requisition. All requisitions must have the appropriate FLAIR coding and object 5XXXXXX must be used for all tangible property required to be recorded in the FLAIR Property Subsystem. Purchase requisitions submitted for processing to the BFS will be returned if the description is not adequate to determine if the item is property or not.

2. The BFS is to provide copies of all paper requisitions with tangible property to the APO and PA. Both the APO and PA are to maintain the requisition copies in a "Receiving Pending" file until the property is received by the Division. Once the property is received, a copy of the receiving form is matched to the requisition by both the APO and the PA. Both the APO and the PA will have view access in My Florida Market Place (MFMP) to review requisitions and make copies of requisitions with tangible property. The APO enters the property into the Property Management and Accountability software. The PA checks the "property pending" list in the FLAIR Property Subsystem and verifies if the property has been posted on the "property pending" list (note: property will not show on the "property pending" list until the purchase has been disbursed). If the property is on the "property pending" list, the PA will update the FLAIR Property Subsystem to create a property record for the property. If the property is not on the "property pending" list, the PA will keep the requisition and receiving form in a "Property Pending" file until the property is listed on the "property pending" list. The "property pending" list should be checked daily. The PA will generate an EOG property tag and coordinate with the APO to place the property tag on the newly received property as soon as possible. The APO is responsible for tagging all DEM property that is not considered tangible property and not maintained in the FLAIR Property Subsystem.
3. Property shipped directly to locations other than Tallahassee, are required to receive the property and complete the Receiving form. A copy of the Receiving Form is to be scanned and e-mailed to both the APO and the PA. The original copy is to be maintained by the designated APO on site and filed in their property file. The PA will follow the same process as above and generate an EOG property sticker. The PA will attach the property tag to the "Property Tag Certification" form and send the property tag to the designated APO at the location the property was received. The designated APO will properly affix the EOG property tag to the property and sign and date the "Property Tag Certification" form. The "Property Tag Certification" form is to be scanned and e-mailed to both the APO and the PA. The original copy is to be maintained by the designated APO on site and filed in their property file.

VIII. PROPERTY REQUISITION

All areas of the Division are to coordinate with Division Logistics for any purchase of property other than Information Systems equipment. IS equipment must be coordinated with Division Information Systems and Services unit (ISS). This means the unit purchasing property must have an e-mail confirmation from Division Logistics or Division ISS identifying the property being purchased and a detailed justification and description of the property to be purchased. The e-mail confirmation is to be attached to the requisition created by the Bureau designee. The requisition description must include the location where the property will be housed, such as the building and room number. The requisition is routed through the Bureau sign-off and approval process. This must include Division Procurement approval to ensure the appropriate procurement and purchasing laws have been met. The requisition is then forwarded to BFS for coding and processing. The BFS is to follow the process above to insure the APO and PA are properly provided copies of

property purchases. In addition, Division Logistics APO and Division Finance PA shall be notified if property is acquired through donations and Commodity Purchase Agreements. This will ensure that Division Logistics and Division Finance is aware of all accountable property the Division is purchasing in order to capture it for accountability purposes. The requisition is approved through the normal approval processes established by Division Finance that requires the necessary approvals on the Divisions requisition form.

IX. PROPERTY RECEIVING

Tangible Property will be accepted by Division Logistics APO and the Division Finance PA. Incoming property is confirmed to the requisition and shipping invoice prior to acceptance. Once accepted, the APO and the PA will complete the receiving form. The Receiving Form at a minimum must include the property item, description of the item which includes the model number, manufacturer, serial number, and location (which will include the building and room number). APO designees must also include the County, City, and DEM region the property is located. The Receiving Form must be signed by both the APO and the PA for tangible property in Tallahassee. For tangible property in other locations, the Receiving Form must be signed by the APO designee and a witness that the property on the requisition was received. Any missing items on the requisition should be noted on the receiving form. The APO then distributes the property to the appropriate location once the property is tagged (see FLAIR Property Subsystem for tagging tangible property and updating systems). For non tangible property, the receiving form is completed and signed by the APO, tagged by the APO and distributed appropriately.

X. ISSUANCE OF PROPERTY

All Division accountable property will be managed and issued by the Division Logistics APO. Such property includes but is not limited to; monitors, global positioning (GPS) devices, cameras, projectors, accessories for these devices, and SERT apparel. The APO will also issue expendable products such as, copier/printer toner, batteries, and repair parts for copiers/printers.

The APO will be responsible for the issuance of all authorized accountable property to an employee with the exception of:

1. Computers (laptops and desktops) and related data management systems and services shall be issued by the ISS;
2. Cell phones, blackberries and satellite phones shall be issued by the Communications Unit;
3. Identification cards shall be issued to employees by the applicable bureau/program area administrative assistant; and
4. Purchase cards (p-cards) shall be issued by Division Finance.

The Division Accountable Property form will be used to record the issuance of all apparel and equipment. All personnel receiving property will sign the form and attest to the following:

"I understand that this equipment is the property of the State of Florida, and that I am fully responsible for the equipment and assets listed above I will return this equipment in the same condition in which I receive it, allowing for normal wear and tear. I will immediately report any damage, loss, theft to both my immediate supervisor and the Accountable Property Officer (APO). If I do not, I understand that appropriate actions will be taken. This property will be returned upon either completion of my assignment, change of assignment, termination of my contract period, or resignation or termination of employment. Failure to return and account for all property may jeopardize my final payroll check, and that I may be held accountable for this property if found negligent to properly maintain security over it while in my possession. I understand that I must return all property directly to the Division's Accountable Property Officer (APO), and to no other person. Property may NOT be transferred from one person to another."

The Division Accountable Property form is to be maintained by the APO. Any changes to an employee's property issuance must be approved by the appropriate office director and coordinated with the APO for any new property issued, location changes, and surplus of old property. A copy of the Division Accountable Property form for each employee will be provided to Personnel as part of the employee record.

XI. RETURNING OF PROPERTY

When Division personnel become unemployed by the Division, they are required to turn in all issued property on their last day of work. This includes computers, cell phones, blackberries, SERT apparel, and any other Division issued equipment. Computers (Laptops and desktop) will be turned into the APO; Cell phones and Blackberries will be turned into the APO; identification cards will be returned to the appropriate bureau or program area administrative assistant; and P-cards will returned to Division Finance. All other property will be turned into the APO, including all accessory items such as cell phone chargers and cases, computer mice and keyboards, and power plugs for GPS and digital cameras.

Under no circumstances will property be transferred to another employee unless authorized and documented by the APO.

The APO will ensure that:

1. Cell phones, blackberries, and computers are sanitized of all personal information. (An exception will be made for the blackberries turned in by regional coordinators). All computers will be inspected by ISS prior to being re-issued.

2. Equipment is completely checked to be sure it is in a serviceable condition and that any updates or repairs are made before it is re-issued.
3. Once the equipment has been returned, the property form is updated to indicate same.
4. Personnel is notified that all property has been returned to the Division and to identify any property missing, including the value of such property, so the missing property cost can be deducted from the employees final payout.

XII. EQUIPMENT AUTHORIZATION PROCEDURES

- A. Blackberries/Cell Phones - All Blackberry/cell phone issues require the approval of the Bureau Chief in writing. The first line manager will send an e-mail to their Bureau Chief and will copy the APO and Division Finance on all requests.
- B. Computers - When a new employee is hired the administrative assistant will send an e-mail request to the APO of the employees computer need. The APO will coordinate with ISS to set up a computer based on the individual's duty position. When the employee starts they will report to the APO in order to have the computer issued and the appropriate property forms completed.
- C. Digital Cameras - All requests for permanently issued digital cameras require the approval of the Bureau Chief in writing. The APO shall be copied on all requests. For temporary issuance, personnel will make a request to the APO. The APO will issue the camera on a Temporary Accountable Property form.
- D. GPS devices
 1. Temporary assignment - The APO or a member of Division Logistics will issue a GPS device to personnel who present an approved Request for Travel Authorization (RTA). The device will be issued using the Division Accountable Property form. The form will be placed in a suspense file to remind the APO of the date it is due to be returned. GPS units will be returned upon completion of travel. Once returned, the property form will be marked with the date and time the unit was returned.
 2. Permanent assignments - Permanent issuances of GPS units require the approval of the Bureau Chief in writing. The first line manager will send an e-mail to their Bureau Chief.
- E. All other equipment will be issued on an as needed basis and will be accomplished using the Accountable Property form.

During activations the Branch Director or Section Chief may request a Blackberry, cell phone, computer, or digital camera for an individual for temporary use via EM Constellation. The SERT Chief will approve all requests for such equipment during activations. At the end of the individual's activation this equipment shall be returned to the APO.

It should be noted that previous authorization of equipment for a given position does not necessarily imply that equipment will be authorized for new employees filling the same position.

XIII. SERT APPAREL ISSUE AND RETURN

The APO, with the assistance of the personnel assigned to Division Logistics, will issue all SERT apparel. SERT apparel is not subject to the annual inventory. The SERT apparel issue standards are as follows:

1. All new Division employees will be issued two blue SERT polo shirts at the start of their employment.
2. Personnel that work in a field environment or conduct manual labor during normal working hours will be issued 4 blue polo shirts and two T-shirts.
3. Personnel that are identified to have a field mission during activations, such as Logistics, Recovery, Mitigation, RECON, and State Incident Management Team (IMT) members will be issued 5 blue polo shirts, and 1 jacket. If personnel are assigned a field mission during an activation, their apparel quantities can be supplemented to meet this standard.
4. Regional Coordinators (RC) will be issued 7 blue polo shirts, 2 t-shirts, and 1 jacket. RCs are eligible to be re-issued this quantity every 6 months.
5. SERT jackets will only be issued to personnel with a field mission, such as, RECON, Staging Areas, Disaster Recovery Centers (DRC), and personnel that are working in tents. Personnel assigned to Joint Field Offices, DRCs, or the SEOC and who work inside of buildings are not authorized jackets.
6. When an employee leaves the Division they are required to turn in all issued SERT apparel to the APO. All apparel will be returned in a laundered and folded condition.

XIV. PURCHASE AND ISSUANCE OF VEHICLES

The purchase of state owned Motor Vehicles for the official use of the Division is governed by Rule 60B, Florida Administrative Code; and Chapter 287.17, Florida Statutes. Division Logistics is responsible to ensure any purchase of motor vehicles are in compliance with these requirements.

Acquisition:

1. All motor vehicle purchases, leases must have prior approval of the Division of Motor Pool, except that such prior approval is not required for (a) acquisitions by law enforcement agencies through judicial proceedings, and (b) acquisitions of motor vehicles which are to be acquired for 30 days or less, when such acquisitions can be accomplished at costs which do not require the use of formal competitive bids.

2. Approval by the Division of Motor Pool to acquire or lease equipment shall not relieve the responsibility for compliance with state purchasing laws, legislative authority for acquisition or retention of equipment, and all other applicable laws, rules and procedures.
3. When purchased or leased motor vehicles are delivered, the receiving agency shall inspect them for compliance with specifications and for damage. Discrepancies must be noted and corrected prior to acceptance and operation.

Reports and Records:

Division Logistics is responsible to enter any new motor vehicle purchase into the equipment management information reporting system within 30 days from the date the equipment is received, deleting motor vehicles from the system within 30 days from the date of disposal, and update the Division of Motor Pool system as needed to comply with state requirements.

The fleet manager, with the assistance of the personnel assigned to Division Logistics, will issue all Division vehicles. The vehicle issue standards are as follows:

1. All Division vehicles are for **Official Use Only**.
2. Regional Coordinators will be issued vehicles using a Division Accountable Property form. They will also be issued equipment for the vehicle, including but not limited to: jumper cables, battery charger, and tire changing equipment.
3. Fleet vehicles can be issued on a temporary basis by emailing: property@em.myflorida.com. Personnel utilizing these vehicles must follow the basic vehicle usage guidelines found in the Division Vehicle Maintenance Standard Operating Guide (SOG).
4. Unless in an official travel status, these vehicles are not authorized for travel to restaurants, shopping centers, or other personal use.
5. Vehicles will be issued and turned into the fleet manager or State Watch Office with at least a $\frac{3}{4}$ tank of fuel.
6. Personnel who are issued vehicles assume full responsibility for all equipment in the vehicle, such as jumper cables, battery chargers, flash lights, etc.
7. All vehicles have a windshield SunPass affixed to the windshield. If a GPS unit is required one can be issued from the Division APO.
8. Guidance on what to do if you are in an accident or break down can be found in the log book.

XV. PROPERTY INVENTORY

Annually, Division Finance will conduct a 100% inventory on all Division tangible property in coordination with the APO. The inventory will verify serial numbers, asset numbers, and location of property. Division Logistics will also conduct spot checks to ensure that the property is located where assigned and that it is in serviceable condition. The APO will conduct the 100% annual inventory of non-tangible property.

All Division vehicles and trailers will be inventoried annually. An inventory sheet of all equipment assigned to each vehicle or trailer will be maintained inside the vehicle or trailer.

The finalized inventory report will be presented to the Financial Administrator for approval, the Inspector General for review and then forwarded to the Division Deputy Director.

XVI. LOST, STOLEN OR DAMAGED PROPERTY

Lost, stolen, or damaged property will be immediately reported to the employee's supervisor and the Inspector General's Office accompanied by a full report as to the circumstances. Investigations will be conducted by the Inspector General's Office.

Equipment that has been damaged will be photographed and attached to the report by the employee. Damaged equipment will be either repaired or replaced based on service contract or warranty, and a determination of negligence or misuse will be made by the Inspector General's Office. Individuals may be personally responsible for full repair or replacement cost to the Division if the property is found to be damaged, lost, or stolen as a result of neglect or misuse, as determined by the Inspector General. The replacement or repair cost of the property will be determined by the Division at the time of the loss. Any payments will be made directly to the Division by personal check, bank check or money order. Note that in some instances, an insurance claim may also be required.

XVII. DEPARTMENT OF HOMELAND SECURITY PROPERTY

Property purchased using Department of Homeland Security (DHS) grant funding must follow specific DHS Audit Guidelines. All DHS purchased property will also follow the same Division issue, return, authorization, and audit procedures as outlined in paragraphs VII, VIII, IX, X, XI and XIII. The recording of this property in the PMA software, State Resource Management Network and the identification of the property will be carried out as follows:

1. All property purchased using DHS grant funding will have the appropriate property decal affixed to it;
2. The grant year, type of grant, and location of this property will be recorded in the State Resource Management Network, PMA software, and on the Accountable Property form; and
3. All property purchased utilizing DHS funds will undergo the same issue, return, and audit inspection process as all other Division property.

XVI. DISPOSAL OF PROPERTY

All property determined to be in excess of the needs of the Division of Emergency Management will be reported in writing to the logistics chief for a recommendation as to the means of disposing of the property. After the property is disposed, a report detailing the circumstances and outcome of the disposed property will be forwarded to the Director of the Division of Emergency Management. The property disposal guidelines are as follows:

A. Sale of Surplus Property

If it is determined that another state agency or other governmental entity is willing to purchase surplus property, the sale will take place by obtaining a purchase order from Division Procurement. When it is determined that a public sale of surplus property is in the best interest of the Division, the procedure will be by formal sealed bid or by informal written offers.

B. Offer to Other State Agencies at No Cost

A listing of usable surplus property may be forwarded to other state agencies. If another agency would like the property, a transfer will be made at no cost to the receiving agency. Signed receipts are required when the property is transferred.

C. Donations and Other Transfers

Items may be donated to a private non-profit agency as defined in Section 273.01 (3), Florida Statutes. Items may be transferred to other governmental entities without cost.

D. Trade-Ins

When acquiring property the Division may exchange surplus property with the seller for all or part of the purchase price.

E. Cannibalizing

The Logistics Chief may authorize the removal of parts from surplus property that can be used for the maintenance of other property.

F. Scrap Property

When property items are in scrap condition they will be disposed of by taking them to a scrap dealer, a recycling center, trash receptacle or landfill. Two employees must carry out this process and sign a disposition letter. Any proceeds from this disposition will be documented and forwarded to the property specialist, Division Finance and Logistics Chief.

G. Disposition of Motor Vehicles

The Division will request approval of the Deputy Director prior to the disposition of any motor vehicles. Disposition of Motor Vehicles is guided by Rule 60B-3, Florida Administrative Code and Chapter 273.055, Florida Statutes. In addition, all motor vehicle dispositions must comply with DMS requirements prior to disposal.

H. Inventory

Records of surplus items disposed of will be transferred to an inactive and disposed property file and maintained in accordance with rules by the Auditor General and the Department of Financial Services.

The documentation for any disposal of tangible property identified above must be submitted to the PA in Division Finance. The PA is to insure all Department of Financial (DFS) regulations for disposition of property have been met and the appropriate adjustments to the FLAIR Property Subsystem have been made. The PA will maintain a record for all disposition of tangible property to support actions taken in the FLAIR Property Subsystem.



STATE OF FLORIDA

DIVISION OF EMERGENCY MANAGEMENT

RICK SCOTT
Governor

BRYAN W. KOON
Director

STATE OF FLORIDA DIVISION OF EMERGENCY MANAGEMENT

COMPUTER, DATA SECURITY, SOFTWARE AND INTERNET POLICY (Effective September 26, 2011)

Bryan W. Koon, Director

I. GENERAL PURPOSE

Information and information technology resources are valuable assets of the Florida Division of Emergency Management ("the Division"). They are vulnerable assets requiring active management protection.

Computer security controls must prevent the unauthorized access, modification, destruction, or disclosure of Division data by any person at any location, whether accidental or intentional; maintain the privacy of proprietary, personal, or other sensitive data; and provide the ability to recover information or information processing capabilities.

Under the Public Records Law information required by law to be available for examination and inspection by the public shall remain open for public inspection. Protecting information resources does not mean the Division shall prevent the public from inspecting or examining any records or information to which the public is entitled.

These policies apply to all data processing information and resources of the Division. This includes all owned, leased, and contracted resources including, but not limited to, computers, state data centers and service bureaus. The Information Security Manager (ISM) is responsible for developing and implementing the Division's security program in compliance with security-related legislation. ALL EMPLOYEES are expected to adhere to this policy and the related security standards. Violations of the Division's policy and standards will result in disciplinary action up to and including dismissal and criminal prosecution, as appropriate.

II. AUTHORITY

Section 282.318, Florida Statutes, the Security of Data and Information Technology Resources, establishes security requirements for all state agencies. The willful and

knowing unauthorized use, alteration, or destruction of information assets is a computer-related crime, punishable under Chapter 815, Florida Statutes.

III. SUPERSESION

This policy supersedes the Division's Adoption of Computer, Software, and Internet Policy and Procedure dated July 1, 2008.

IV. DEFINITIONS

- A. **Computer Security:** Those measures, procedures, or controls that provide an acceptable degree of safety of information resources from accidental or intentional disclosure, modification or destruction.
- B. **Data:** A representation of facts or ideas in an organized manner in an order that it may be stored, communicated, interpreted or processed by automated means.
- C. **IM Unit:** The organizational unit responsible for Information Management of data and application development.
- D. **Information Resources:** Data, automated applications and information technology resources.
- E. **Information Security Manager (ISM):** The person charged with monitoring and implementing security controls and procedures for the Division.
- F. **Information Technology Resources:** Information processing hardware, software, services, supplies, personnel facility resources, maintenance, training or other related resources.
- G. **Intellectual Property:** Ownership of data and programs.
- H. **IT Unit:** The organizational unit responsible for the management of Information Technology resources
- I. **Sensitive Information:** Information that is confidential by law; information that requires protection from unauthorized access by virtue of its legal exemption from the Public Records Act.
- J. **Shared resource:** a resource which is meant to be accessed by more than one individual.
- K. **Standard:** A formally established criterion for a specific or special activity to achieve a desired level of quality. Any deviations must be documented as an exception and supported by sound judgment.
- L. **User id:** User Identification Code.

- M. **Users:** All employees or anyone under contract with the Division that is authorized access to a resource by the owner.

V. POLICY STATEMENTS

The computers and software owned by the Division are property of the State of Florida. As such, the use of this equipment and software is subject to the Laws of the State of Florida and the policies of the Division.

- A. An employee may make personal use of a computer and software, including internet access, owned by the Division with the consent of their supervisor and subject to the following conditions:
1. The use of the computer, software, or access creates no cost to the Division other than normal online access costs. It is the employee's responsibility to verify that no additional costs will be incurred by their personal use.
 2. The use of the computer does not interfere with the timely performance by the employee of their official duties or any other official activities.
 3. The employee's supervisor continues to retain the authority to impose such additional conditions on the personal use of any computer owned by the Division as the circumstances may dictate.
 4. Any use of the Division's electronic equipment, software, and connections may be monitored or recorded. The employee may not hold any expectation of privacy regarding the use of the Division's equipment, software, or connections.
- B. No computer, software, or connection owned or provided by the Division shall be used to retrieve, display, store, reproduce, transmit or manipulate any material with pornographic or obscene content, for any political activity, or for personal profit or gain. Any violation of this section shall subject the employee to disciplinary action up to and including dismissal. The Division will also employ mechanisms to limit access to certain internet sites. Employees with a valid business need to access a blocked website shall make a written request via email or Helpdesk ticket to the IT Unit.
- C. No files shall be copied onto or viewed on any computer or via any network connection owned by the Division, from the internet or from any other source, if such action would violate copyright laws. Expensive penalties may be involved for violation of the copyright law. An action such as making unauthorized copies of computer software or installing software on more than one computer at a time is a violation of this policy and is subject to criminal prosecution. The IT Unit will be solely responsible for the management of software licenses and ownership.
- D. No employee shall use any computer owned by the Division in any way that would compromise the integrity or security of the computer network, or that bypasses the security of the network. Such activities include, but are not limited to the following:

1. The use or alteration of any password without authorization from the director of the IT Unit; the alteration of access rights, the gaining of access to a computer resource without the authorization of the director of the IT Unit, or the gaining of access to a computer resource by impersonating another employee.
 2. The introduction of any file onto any computer resource owned by the Division without it first being scanned by the IT Unit to detect the presence of viruses; if such virus scanning is automatic, no employee shall disable it.
 3. Gaining physical access to areas housing critical information technology resources that an employee is not authorized to access.
- E. All employees shall be responsible for the email messages they generate and shall take measures to ensure the retention, protection, and disposition of those messages in accordance with the applicable legal requirements for public records. Any employee who receives a message that they believe is inappropriate for the workplace should:
1. If the message is from an identifiable natural person, request that the sender discontinue sending such messages. If the messages continue, the employee should advise his or her supervisor.
 2. If the messages are from a source that is not identifiable, or the email is an arbitrarily transmitted message commonly referred to as spam, the employee should block the email address by use of a mail rule and also notify the IT Unit.
- F. Computers and other resources, including email, owned by the Division may be monitored by supervisors, technical personnel, and Office of the Inspector General staff who may enter and inspect them at any time.
- G. All employees should keep in mind that information is a valuable asset of the state and must be protected from unauthorized modification, destruction, or disclosure, whether accidental or intentional. Measures should be taken with respect to the creation and maintenance of information to ensure against the unauthorized modification, destruction or disclosure of information whether accidental or intentional. The Division will establish network storage dedicated to the use of individual employees and business units. In cooperation with the IT Unit, these employees or units will be responsible for maintaining the currency and relevance of their data and for authorizing and restricting the access to it. In any shared network file storage, established file-naming conventions must be adhered to.
- H. Consistent with the statewide minimum security standards, information access may be limited to Division employees having an authorized need to use the information. Also as required by the statewide minimum security standards, personnel in sensitive positions will be required to acknowledge that they understand and agree to carry out the Division's security program by signing a statement to that effect, which will be retained in their official personnel file.

- I. Division employees are accountable for their actions relating to information resources. Security awareness and training will be used to emphasize and enforce security at all levels of management. Computer equipment must be protected (by reasonable measures) from unauthorized access that could lead to equipment and/or data theft and the tampering with or the destruction of Division assets. Accidental or deliberate access to sensitive or confidential information by unauthorized personnel must be prevented by specific safeguards. Where user identification codes (user ids) and/or passwords are required, employees must understand they are personally accountable for activity performed with the user ids and/or passwords. Passwords must not be shared or disclosed, must conform to standards of composition, and must be changed periodically, as required by the IT Unit. Controls applicable to data processing activities must be periodically reviewed by a responsible level of management and risk assessments must be performed for all computer applications after significant equipment, environment or personnel changes.
- J. Network administration and security needs must be considered and addressed in all phases of development or acquisition of new information processing systems. No employee or unit shall plan, solicit bids for, contract, or purchase any new information resource, or modification to an existing information resource, without the approval of the director of the IT Unit and/or the director of the IM Unit, as appropriate.
- K. All computer software developed by employees or contract personnel on behalf of the Division or purchased for use of the Division is the intellectual property of the Division unless the contract under which the software is developed specifically provides otherwise. Contracts for programming work by outside personnel must clearly explain the ownership of the software and identify the programs as "works made for hire" under Title 17 of the United States Code. This does NOT include licensed software, where the state only purchases a license to use the software and ownership is retained by the developer. The Division will endeavor to always contract or purchase ownership, as opposed to license. Programs written by employees on personal home computers for state purpose are covered by this standard. Intellectual property of the Division may not be distributed to outsiders unless authorized by Division management.
- L. Safeguards will be established to ensure integrity and accuracy of Division information which supports critical functions of the Division and for which processing capabilities must be provided in the case of a disaster. Development of the Division's disaster recovery plan for mission critical applications is the responsibility of IT Unit personnel, working in coordination with the Division's COOP planners.

- M. The Division's Information Security Manager (ISM) is responsible for overall development, implementation, administration, and coordination of the Division's security program. The ISM has the responsibility and authority to:
1. Discuss control requirements for all application systems with users;
 2. Classify system information as to its sensitivity;
 3. Specify or grant access authorizations to personnel including user ids and initial passwords;
 4. Ensure compliance with current security-related legislation as well as security standards, policies, and guidelines;
 5. Ensure all sensitive positions in the Division are defined and the employees in those positions have signed the required statement acknowledging their understanding of the Division's security program;
 6. Act as a contact point for distribution of security policies, procedures, and training;
 7. Conduct periodic risk analysis pursuant to Sec. 282.318, Fla. Stat. of threats to data and information resources;
 8. Ensure that the cost of security measures does not exceed the loss they are expected to prevent by determining a cost/benefit relationship through the process of risk assessment;
 9. Identify to responsible managers safeguards to eliminate, reduce or recover threats;
 10. Assist in the development of a disaster recovery or contingency plan; and
 11. Ensure Division personnel have periodic opportunities for security awareness training.

Because security measures must protect all Division information resources, security of data and information resources is not the sole responsibility of the ISM. ALL EMPLOYEES who work with computer equipment and information are responsible for ensuring that all security requirements are met.

- N. All information must be classified in one of the following categories:
1. **Confidential or Sensitive** documents exempted by law from the provisions of the Public Records Act shall be considered as confidential and shall not be released to any person not employed by the Division or the Auditor General in performing his post-auditing duties. Proprietary software used by the Division and protected by copyright laws is also considered confidential.
 2. **Public Records**
 - a. **Critical records**, while not required by law to be maintained in confidentiality, this would include information critical to an organization function, information easily translatable into a form having monetary value or information that could cause embarrassment, injury or death if disclosed. Included is information protected by privacy legislation, information that is of unusual interest to users (such as salary or performance information) and information that is subject to fraud (such as financial information).

- b. **Non-Critical records** are all other state, county and municipal records, not specifically exempted by law, which shall at all times be open for a personal inspection by any person, and that have no additional security needs. Generally, information shall be distributed on a need to know basis for day-to-day operation of the Division.

Data should be examined at the file or data base level to determine the impact on the Division and the citizens of the State of Florida if the data in that file were disclosed or altered by unauthorized means. Information should be classified according to the most restricted category it includes. Information recorded in several media (i.e., source document, electronic record, report) should have the same classification, regardless of format. Reports containing confidential information shall be labeled as such on every page to ensure its special care. The pages of confidential reports shall be numbered to ensure that no part is missing. Copying and distribution of confidential information must be strictly controlled regardless of its media. Information must be stored in a manner commensurate with its classification and sensitivity. Confidential and sensitive information should be stored in a locked drawer or file cabinet when not in use and accessible only to individuals authorized to use the information. Such information should not be stored in non-Division facilities unless access can be controlled. The disposal of information should be in compliance with records retention procedures of the Department of State and must ensure the continued protection of the organization's assets. Confidential information in hard copy format should be destroyed (preferably shredded) before discarding. Information waiting to be destroyed must be properly controlled. Electronic media, such as tapes, diskettes, or hard drives, should be erased or wiped to specified standards before discarding or reusing them. Optical media such as CDs and DVDs should be shredded.