



**DISASTER PREPAREDNESS AND  
BUSINESS CONTINUITY PLAN**

**Adopted May 27, 2009**

## I. MISSION STATEMENT

A management supported, cost-effective, and documented plan that provides agency-wide capability for organized preparation and timely recovery from a major unforeseen disruption.

## II. INTRODUCTION

This document contains the process and activities required to be performed in the event a disaster should take place at Nevada Legal Services. The information is intended to create awareness of the major subjects and items requiring attention in case of a disaster, and to prevent an operational outage in any area of the agency from having a significant impact on the critical operations of the agency as a whole.

The Executive Director (or designee), in coordination with the Emergency Response Team, will provide all instructions in order to insure maximum coordination. Depending on the severity of the event and the services available, directives will be communicated to the Department Supervisors via fax, telephone, two-way radio, or through a general coordination meeting. In turn, each Department Supervisor will convey directives and decisions to their respective staff.

## III. POLICY STATEMENT

It shall be the policy of Nevada Legal Services to provide a Disaster Preparedness, Recovery and Business Continuation Plan to protect the assets, records, information, well being, and safety of employees and to provide for the continuation of essential services to the organization and its clients. The major objectives of the Plan are to provide a program to achieve the following ends in the event of a disaster in our facilities:

- ▶ To protect the employees of Nevada Legal Services from any further damage to their health and safety.
- ▶ To continue operations in order to maintain essential client services, to continue support services, and to maintain the confidence of clients, employees, funding providers, and vendors.
- ▶ To provide for the re-establishment of critical operations within 48 to 72 hours of a declared disaster at the agency.

**Approved By:**

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Executive Director

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Date

**IV. AGENCY EMERGENCY INFORMATION  
HOTLINE TELEPHONE NUMBER**

Agency Information Contact Number	.....	211
Fire/Police/Emergency Services	.....	911
Nevada Department of Transportation	.....	511

**RELEVANT WEBSITES AND TELEPHONE NUMBERS**

**Federal Entities**

Federal Emergency Management Agency	.....	<a href="http://www.fema.gov">http://www.fema.gov</a>
FEMA Guide to Citizen Preparedness	.....	<a href="http://www.fema.gov/areyouready">www.fema.gov/areyouready</a>
FEMA Disaster Information	.....	800.621.FEMA (3362)
FEMA Helpline	.....	800.525.0321
Small Business Administration	.....	<a href="http://www.sba.gov">www.sba.gov</a>
SBA Disaster Assistance	.....	<a href="http://www.sbaonline.sba.gov/DISASTER">www.sbaonline.sba.gov/DISASTER</a>
Center for Disease Control	.....	<a href="http://www.cdc.gov">www.cdc.gov</a>
Administration on Aging	.....	<a href="http://www.aoa.gov">www.aoa.gov</a>
Regional Office	.....	415-437-8780
Legal Services Corporation	.....	<a href="http://www.lsc.gov">www.lsc.gov</a>
Telephone	.....	202-295-1500

**State Entities**

Nevada Division of Emergency Management	.....	<a href="http://dem.state.nv.us/">http://dem.state.nv.us/</a>
Telephone	.....	775- 687-0300
State Bar Association	.....	<a href="http://www.nvbar.org">www.nvbar.org</a>
Telephone	.....	800-254-2797
Nevada Division of Welfare	.....	<a href="http://dwss.nv.gov/">http://dwss.nv.gov/</a>
Nevada Department of Health and Human Services	.....	<a href="http://dhhs.nv.gov/">http://dhhs.nv.gov/</a>

Nevada Department of Transportation .....<http://www.nevadadot.com>  
Telephone ..... 511

**Local Relief Agencies**

Red Cross ..... [www.nevada-redcross.org](http://www.nevada-redcross.org)  
Telephone ..... 702-791-3311  
..... 775-856-1000

United Way ..... [www.uwsn.org](http://www.uwsn.org)  
..... [www.uwayreno.org](http://www.uwayreno.org)  
Telephone ..... 702-734-2273  
..... 775-325-8900

Catholic Charities ..... [www.catholiccharitiesusa.org](http://www.catholiccharitiesusa.org)  
Telephone ..... 702-385-3351

**V. EMPLOYEE CONTACT LIST**

The Employee Contact List is attached as Appendix A. A copy of the Employee Contact List is also kept in each office’s “GO Box.”

**VI. EMERGENCY RESPONSE TEAM**

The primary responsibility of the Emergency Response Team (ERT) is to ensure the recovery and coordination of the various offices/departments within Nevada Legal Services following an emergency. The ERT will direct the activities required to recover and restore those agency functions disrupted from a disaster in an expeditious manner.

**EMERGENCY RESPONSE TEAM MEMBERS AND CONTACT INFORMATION**

**Executive Director**

AnnaMarie Johnson, 9303 Gilcrease Ave. #1242, Las Vegas, 702-839-3857

**Fiscal Manager**

Eleyette Worth, 7761 Bear Ridge Street, Las Vegas, 702-939-6959

**IT Manager**

Todd Ashmore, 4428 Thicket Ave., North Las Vegas, 702-858-1656

**Directing Attorneys**

Rhea Gertken, 280 Island Ave. #305, Reno, 314-440-6111  
David Olshan, 97 Fountainhead Circle, Henderson, 702-897-5294  
Jennifer Jeans, 604 Ridge St., Carson City, 512-422-6957

## **TASK ASSIGNMENT OF THE EMERGENCY RESPONSE TEAM**

### **Pre-Disaster**

- Participate in the ERT meeting and update the Disaster Preparedness Plan, as needed.
- Participate in local and state disaster preparedness training.
- Supply disaster preparedness training to Directing Attorneys and office staff.
- Participate in the local Disaster Recovery Coalition.
- Update, revise, print, and distribute client consumer disaster flyers, brochures, and other relevant information.

### **As Disaster is Developing**

- Monitor the development of the disaster.
- Obtain a copy of the Presidential Declaration of Disaster and the names and contact information of federal and state disaster officials.
- Immediately notify the Directing Attorneys of the impending disaster by IM, e-mail, fax, or telephone.
- Ensure that the Department and Individual Plans have been activated.
- Ensure that Nevada Legal Services is secured.
- If travel or office location conditions become (or are about to become) dangerous, suggest that the office be closed and release non-essential personnel.

### **Post-Disaster**

- Contact staff to assess personal need and provide necessary support to staff whose personal lives have been impacted.
- Take steps to salvage office files and equipment, if necessary.
- Determine whether the courts are in operation and obtain copies of any post disaster proceedings adopted by the courts.
- Determine whether any administrative orders were issued which address emergency procedures and present those procedures to the ERT.
- Visit Disaster Recovery Centers and Voluntary Agencies and Meet with local officials, as needed.
- Disseminate disaster assistance flyers and public services announcements.

## **Tasks and Duties of the Executive Director**

### **Pre-Disaster**

- Identify staff, including point persons, to serve on ERT
- Schedule meeting with ERT and prepare or update the Disaster Preparedness Plan.

- Schedule full staff meeting for presentation of the Disaster Preparedness Plan, prior to June 1<sup>st</sup> of each year.
- Participate, or designate participants, in disaster preparedness trainings.
- Participate, or designate ERT, to discuss collaboration or a cooperative agreement with similar local services providers.

### **Immediately Before Disaster**

- Activate the Emergency Response Team
- Schedule full staff meeting for presentation of plan for the disaster
- Advise staff of the agency's decision to close the office and implement the disaster payroll policy, if appropriate
- Distribute Employee Contact List
- Ensure the offices are safely secured

### **Post Disaster**

- Contact members of ERT and designate which members will conduct the initial assessment
- Contact staff and assess personal needs/disruptions
- Meet with the ERT and determine the level of operations for the agency
- Contact staff and schedule a meeting to discuss the level of agency operations.
- Contact 211 to provide an update of the agency's status
- Discuss any emergency procedures instituted by the County, State or other authority with the ERT and ensure that they are followed.
- Authorize opening of the agency where conditions are safe.
- Instruct Department Supervisors to conduct a preliminary damage assessment and report any damage to the Fiscal Manager.
- Ensure that post disaster operations are instituted, based on the level of agency operations.

### **Tasks and Duties of the IT/Computer Administrator**

#### **Back Up the Network/Server**

1. Electronic Back-Up media is to be kept in the designated storage areas.
2. The IT administrator is to complete a monthly back-up on the first day of each month.
3. The IT administrator is to check and verify the integrity and success/failure of each backup process and identify problems.
4. The backup is to run each business day to ensure that all critical data is being backed up.
5. Tampering with the backup system is prohibited.
6. In case of a storm or other disaster known ahead of time, the IT administrator is to bring the current backup drive for deposit in a safe location until the threat has passed.
7. The monthly back-up drive is to be kept in a safe, fire-proof place off site.

8. If Nevada Legal Services closes, the network and backup system will be shut down completely.
9. Assist staff members and Department Supervisors with down loading files onto portable drives.
10. Ensure that the computer equipment is appropriately covered and secured.

### **Tasks and Duties of the Fiscal Manager**

#### **Pre-Disaster**

- Verify that the emergency contact list of employees is current.
- Maintain an updated listing of vendors and suppliers essential for the continuation of the agency's critical activities.
- Gather all of the agency's insurance policies and agent contact information, including claims procedures.
- Ensure that insurance coverage is adequate in the event of disaster damage or destruction of the buildings, equipment, and continuation of business as appropriate.
- Maintain a current inventory list of the agency's office equipment and other personal property, which includes the date of purchase and any maintenance contracts.
- Maintain a current computer equipment inventory, which includes desktops, laptops, servers, peripherals, printers, and network devices and the serial numbers, model, brand, assignment, and physical location of the equipment.
- Verify that the contact information for the offices' building management is current.
- Maintain current photographs and/or film of all of the agency's equipment, furniture and other personal property.
- Purchase plastic sheets/covering for each computer work station and distribute to Directing Attorneys.

#### **Immediately Before Disaster Strikes**

- Ensure that electronic data, files, tapes or servers are properly backed up.
- Ensure the agency's computer equipment and hard files are secured.
- Ensure that the "Go Box" includes pertinent agency documents, lists, policies, accounting statements, intake forms, retainer agreements, and other documents needed by the agency to continue providing essential services to the community. See "Go Box" Checklist.

#### **Post Disaster**

- Contact the agency's building management, as appropriate, to obtain status regarding restoration of power to lights, HVAC, telephone system, as well as determine the severity of the damage to the building and the foreseeable length of time that the agency could be displaced.
- Conduct assessment of any loss to the agency, using the Preliminary Assessment Report, which includes taking photographs and/or video of the damage to the agency's equipment, furniture, buildings, and other personal property.

- Maintain complete documentation of any and all expenses incurred by the agency as a result of its displacement.
- Promptly submit the necessary claims to the agency's insurance providers.

### **The Evacuation "GO BOX" – Checklist**

The "GO BOX" contains copies of important documents, equipment and supplies essential for Nevada Legal Services to continue to operate. It should be stored in a fire-proof secure container in an alternate location.

#### **GO BOX Contents:**

1. Emergency contact list of employees and key vendors/landlords.
2. Current list of clients with contact information.
3. Copy of insurance policies and agent contact information.
4. Copy of listing of emergency vendors (plumbers, electricians, contractors, etc.)
5. Copy of listing of vendors and suppliers essential for mission critical activities, including account information.
6. Back drives of all electronic data.
7. Copy of essential policies, emergency procedures, Business Continuity Plan.
8. Intake forms (intake applications, authorizations, supplemental eligibility sheets, retainer agreements).
9. Documentation required for SBA disaster loan:
  - Copy of last 3 years tax returns
  - Copy of current profit and loss statement (previous 90 days)
  - Copy of listing of aged accounts receivables/payables
10. Copy of last inventory.
11. Copy of schedule of liability.
12. Copy of balance sheet.
13. Copy of Preliminary Damage Assessment Sheet

**Preliminary Damage Assessment**  
 (Bring a completed copy with you to the post disaster meeting)

Building \_\_\_\_\_

Examined By \_\_\_\_\_ Date \_\_\_\_\_

<b>Category</b>	<b>Condition</b>	<b>Priority*</b>
Primary Structure:		
Foundation		
Exterior Walls		
Roof		
Ancillary Structure		
Other		
Secondary Struct.:		
Interior Walls		
Floors/Carpets		
Stairways		
Interior Doors		
Exterior Doors		
Windows		
Racks		
Elevators		
Heating/AC		
Plumbing		
Electrical		
Fire Alarms		
Security Systems		
Kitchen:		
Coffee Makers		
Microwaves		
Refrigerators		
Other		
Electrical Equip.:		
Computers		
Printers		
Monitors		
Peripherals		
Copiers		
Calculators		
Other		
Communications:		
Telephones		

Cellular Phones		
Fax Machines		
Scanners		
Other		
Furniture:		
Desks		
Chairs		
Credenzas		
Tables		
Filing Cabinets		
Book Shelves		
Other		

**\*Priority: 1 = Critical; 2=Important; 3=Other**

## **VII. INDIVIDUAL PREPARATION**

Individual action steps are only to be taken when authorized by the office supervisor. Upon notification of a disaster warning, from the Directing Attorney or an ERT member, all Nevada Legal Services staff should attempt to accomplish the following on an individual basis:

### **Pre-Disaster Responsibilities:**

1. Turn off all electrical equipment, including computer, printers, lights, microwaves, etc. Cover all electronic equipment in plastic, such as CPUs, monitors, keyboards, telephones, etc. DO NOT unplug telephones.
2. If practical, move desks, file cabinets and equipment away from windows and off the floor.
3. Ensure that all client files, documents, personal property are secured.
4. Make a list of all active cases, deadline dates, hearing dates. Provide a copy of the calendar to the Directing Attorney and take a copy home.
5. Nevada Legal Services is not a designated shelter. Therefore employees are prohibited from seeking shelter at the offices.
6. Prior to leaving the office, notify your immediate supervisor whether you plan to evacuate or plan to stay at home, provide an address and telephone number where you can be reached, if you evacuate.
7. Stay in close touch with authorities through radio and/or television for updates on the impending situation, all instructions given by the local authorities should be followed; no attempt to come to the office should be made until the “all clear” is given by local authorities.

### **Post Disaster Responsibilities:**

1. Call 211 to determine the status of Nevada Legal Services and, if possible, call your designated contact for your office.
2. Meet with the Directing Attorney to determine whether to report to work.
3. If Nevada Legal Services has no electrical power, the Executive Director will instruct staff members to provide only essential services to the community.
4. Follow the County’s post disaster proceedings, where appropriate, including any administrative orders issued.
5. If there has been extensive damage to Nevada Legal Services, essential staff members will report to Nevada Legal Services’ alternative work site and will perform critical services.

## **VIII. OFFICE LEVEL PREPARATION**

### **Directing Attorney Action Pre-Disaster**

1. Ensure that all copiers, fax machines, printers, shredders, are turned in the off position at the end of the day.

2. Obtain a list of all active cases, deadlines dates, hearing dates, and calendar from attorneys and advocates.
3. Ensure that all important documents are stored safely in drawers or filing cabinets.
4. Ensure that client files are stored safely in filing cabinets.
5. Designate critical personnel to stay on-site during a disaster (if safe enough to do so) and/or to report back as soon as possible after a disaster.
6. Copy office files onto portable drives and provide and deliver it to the Fiscal Manager or IT Manager.
7. Ensure individual actions of staff members have been satisfactorily completed; assist everyone with vacating as soon as possible and do a final walk-through of your office before leaving.

### **Directing Attorney Action Post Disaster**

1. Stay in close touch with authorities through radio and/or television for updates on the impending situation; all instructions given by the local authorities should be followed; no attempt to come to the office should be made until the “all clear” is given by local authorities.
2. Contact the Executive Director with an update on status of employees who report to you.
3. Contact 211 to determine the status of Nevada Legal Services if unsuccessful in communicating directly with the Executive Director or other member of the ERT.
4. Complete a Personnel Status Report for each employee and determine the degree of injury/damage to staff and their homes.
5. Meet with the ERT to obtain information concerning the Court’s post disaster procedures and discuss those procedures with essential staff members.
6. Review applicable directives issued by the county or state with essential staff members.
7. Designate predetermined essential staff members to report to work and perform critical tasks.
8. Ensure that essential staff members contact clients to advise them of emergency procedures.
9. Maintain accurate records of staff work hours and provide original time sheets to the Accounting Department weekly.

**PERSONNEL STATUS REPORT**

Name \_\_\_\_\_ Job \_\_\_\_\_

Individual and Family Status \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Status of living quarters and motor vehicles \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Access to alternate living quarters and transportation \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Supplies needed \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Visitation needed? When and where \_\_\_\_\_  
\_\_\_\_\_

Next contact (time, place, number) \_\_\_\_\_  
\_\_\_\_\_

Identify critical assignments \_\_\_\_\_  
\_\_\_\_\_

Assess ability to return to work and/or assist with the recovery effort \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reported by \_\_\_\_\_ Date/Time \_\_\_\_\_

## **IX. EMERGENCY CONDITIONS PROCEDURES AND ACTION PLANS**

### **1. WILD FIRES AND FLASH FLOODS**

#### **Alerts:**

Directing Attorney of office in the area contacts Executive Director to inform of alerts. Emergency Response Team meets as needed and monitors the situation.

#### **Warnings:**

Emergency Response Team meets as needed and monitors the situation continually.

Individual offices are informed of the situation by meeting, e-mail, IM, fax or voice.

The ERT ensures that the Office and Individual Plans have been activated and secures the office.

If travel or office location conditions become or are about to become dangerous, the office shall be closed and non-essential personnel will be released.

#### **Before the Fire Approaches**

- Evacuate. Evacuate all staff members who are not essential to preparing the office. Anyone with medical or physical limitations and the young and the elderly should be evacuated immediately.
- Wear Protective Clothing.
- Remove Combustibles. Clear items that will burn from around the building. Move them outside of your defensible space.
- Close/Protect Openings. Close outside attic, eaves and basement vents, windows, doors, etc. Remove flammable drapes and curtains. Close all shutters, blinds or heavy non-combustible window coverings to reduce radiant heat.
- Close Inside Doors. Close all doors inside the building to prevent draft.
- Shut Off Gas. Shut off any natural gas, propane or fuel oil supplies at the source.
- Pumps. If you have gas-powered pumps for water, make sure they are fueled and ready.
- Car. Back your car into the driveway or near the back door and roll up the windows.

- Valuables. Place the office “GO BOX” and any other important files in the car ready to evacuate.

### **Preparing to Leave**

- Lights. Turn on outside lights and leave a light on in every room to make the building more visible in heavy smoke.
- Don't Lock Up. Leave doors and windows closed but unlocked. It may be necessary for firefighters to gain quick entry into the building to fight fire. The entire area will be isolated and patrolled by sheriff's deputies or police.

### **During a Flood**

If a flood is likely in your area, you should:

- Listen to the radio or television for information.
- Be aware that flash flooding can occur. If there is any possibility of a flash flood, move immediately to higher ground. Do not wait for instructions to move.
- Be aware of streams, drainage channels, canyons, and other areas known to flood suddenly. Flash floods can occur in these areas with or without such typical warnings as rain clouds or heavy rain.

If you must prepare to evacuate, you should do the following:

- Secure the office. If you have time, put office electronics up off the ground using bricks or cement blocks. Bring office “GO BOX” with you and any other important files that you have time to evacuate.
- Turn off utilities at the main switches or valves if instructed to do so. Disconnect electrical appliances. Do not touch electrical equipment if you are wet or standing in water.

If you have to leave the office, remember these evacuation tips:

- Do not walk through moving water. Six inches of moving water can make you fall. If you have to walk in water, walk where the water is not moving. Use a stick to check the firmness of the ground in front of you.
- Do not drive into flooded areas. If floodwaters rise around your car, abandon the car and move to higher ground if you can do so safely. You and the vehicle can be quickly swept away.

### **Driving Flood Facts**

The following are important points to remember when driving in flood conditions:

- Six inches of water will reach the bottom of most passenger cars causing loss of control and possible stalling.
- A foot of water will float many vehicles.
- Two feet of rushing water can carry away most vehicles including sport utility vehicles (SUV's) and pick-ups.

## 2. EARTHQUAKES

As earthquakes do take place without precursor or warning, the office that experiences an earthquake during business hours should concentrate on getting staff members and clients to safety.

### What to Do During an Earthquake

Stay as safe as possible during an earthquake. Be aware that some earthquakes are actually foreshocks and a larger earthquake might occur. Minimize your movements to a few steps to a nearby safe place and stay indoors until the shaking has stopped and you are sure exiting is safe.

#### If indoors

- **DROP** to the ground; take **COVER** by getting under a sturdy table or other piece of furniture; and **HOLD ON** until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Stay in bed if you are there when the earthquake strikes. Hold on and protect your head with a pillow, unless you are under a heavy light fixture that could fall. In that case, move to the nearest safe place.
- Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load bearing doorway.
- Stay inside until shaking stops and it is safe to go outside. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.
- DO NOT use the elevators.

#### If outdoors

- Stay there.
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits, and alongside exterior walls. Many of the 120 fatalities from the 1933 Long Beach earthquake occurred when people ran outside

of buildings only to be killed by falling debris from collapsing walls. Ground movement during an earthquake is seldom the direct cause of death or injury. Most earthquake-related casualties result from collapsing walls, flying glass, and falling objects.

### **If in a moving vehicle**

- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

### **If trapped under debris**

- Do not light a match.
- Do not move about or kick up dust.
- Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

Once the earthquake has passed, the Directing Attorney should contact the Executive Director and report the disaster to initiate the ERT response.

The ERT ensures that the Office and Individual Plans are activated.

### **What to Do After an Earthquake**

- **Check yourself for injuries.** Often people tend to others without checking their own injuries. You will be better able to care for others if you are not injured or if you have received first aid for your injuries.
- **Protect yourself from further danger by putting on long pants, a long-sleeved shirt, sturdy shoes, and work gloves.** This will protect you from further injury by broken objects.
- **After you have taken care of yourself, help injured or trapped persons.** Call 9-1-1, then give first aid when appropriate. Don't try to move seriously injured people unless they are in immediate danger of further injury.
- **Look for and extinguish small fires. Eliminate fire hazards.** Putting out small fires quickly, using available resources, will prevent them from spreading. Fire is the most common hazard following earthquakes. Fires followed the San Francisco earthquake of 1906 for three days, creating more damage than the earthquake.
- **Leave the gas on at the main valve, unless you smell gas or think it's leaking.** It may be weeks or months before professionals can turn gas back on using the correct procedures. Explosions have caused injury and death when homeowners have improperly turned their gas back on by themselves.
- **Clean up spilled medicines, bleaches, gasoline, or other flammable liquids immediately.** Avoid the hazard of a chemical emergency.

- **Open closet and cabinet doors cautiously.** Contents may have shifted during the shaking of an earthquake and could fall, creating further damage or injury.
- **Inspect office for damage. Get everyone out if office is unsafe.** Aftershocks following earthquakes can cause further damage to unstable buildings. If your office has experienced damage, get out before aftershocks happen.
- **Listen to a portable, battery-operated radio (or television) for updated emergency information and instructions.** If the electricity is out, this may be your main source of information. Local radio and local officials provide the most appropriate advice for your particular situation.
- **Expect aftershocks.** Each time you feel one, drop, cover, and hold on! Aftershocks frequently occur minutes, days, weeks, and even months following an earthquake.
- **Watch out for fallen power lines or broken gas lines, and stay out of damaged areas.** Hazards caused by earthquakes are often difficult to see, and you could be easily injured.
- **Stay out of damaged buildings.** If you are away from home, return only when authorities say it is safe. Damaged buildings may be destroyed by aftershocks following the main quake.
- **Use battery-powered lanterns or flashlights to inspect your home.** Kerosene lanterns, torches, candles, and matches may tip over or ignite flammables inside.
- **Take pictures of the damage, both to the house and its contents, for insurance claims.**
- **Avoid smoking inside buildings.** Smoking in confined areas can cause fires.

**When entering buildings, use extreme caution.** Building damage may have occurred where you least expect it. Carefully watch every step you take.

- **Examine walls, floor, doors, staircases, and windows to make sure that the building is not in danger of collapsing.**
- **Check for gas leaks.** If you smell gas or hear a blowing or hissing noise, open a window and quickly leave the building. Turn off the gas, using the outside main valve if you can, and call the gas company from a neighbor's home. If you turn off the gas for any reason, it must be turned back on by a professional.
- **Look for electrical system damage.** If you see sparks or broken or frayed wires, or if you smell burning insulation, turn off the electricity at the main fuse box or circuit breaker. If you have to step in water to get to the fuse box or circuit breaker, call an electrician first for advice.
- **Check for sewage and water line damage.** If you suspect sewage lines are damaged, avoid using the toilets and call a plumber. If water pipes are damaged, contact the water company and avoid using water from the tap. You can obtain safe water from undamaged water heaters or by melting ice cubes.
- **Watch for loose plaster, drywall, and ceilings that could fall.**
- **Use the telephone only to report life-threatening emergencies.** Telephone lines are frequently overwhelmed in disaster situations. They need to be clear for emergency calls to get through.

If an earthquake takes place after business hours, the Directing Attorney should inform the Executive Director as soon as it is safe to do so and the Executive Director will initiate the ERT response.

### **3. FIRE IN OFFICE**

#### General Information

The Fiscal Manager, in coordination with the Emergency Response Team, will conduct an annual review of fire emergency plans with the Directing Attorneys and staff by April 30<sup>th</sup> and forward any changes to the Executive Director.

The Evacuation Assembly Area is:

Las Vegas: Parking lot across the street on the southwest corner (Designing Ladies Shoppe)

Carson City: Front lawn of the home directly across on Pratt Avenue

Reno: On the sidewalk in front of the building directly across on Tahoe Street

The Executive Director and the ERT must be notified of every fire, regardless of size, even if it is already extinguished.

An alarm bell or horn will automatically put evacuation procedures into effect.

#### **Fire Preparation – Duties of the Fiscal Manager**

- Maintain all fire extinguishers in a fully charged condition and have them inspected annually.
- Ensure that the Evacuation Assembly Area is posted on bulletin boards throughout the offices.
- Instruct agency staff annually and at time of hire in:
  - Fire Reporting
  - Evacuation procedures
  - Location and operation of portable fire extinguisher
  - Procedures if exit is blocked
- Maintain back-up computer data and copies of difficult to replace information in fireproof safe or other secure location.
- Maintain employee phone and address list.
- Conduct a supervised drill as appropriate
- Discuss any special arrangements for handicapped evacuation

#### **Fire Emergency Activities**

#### **Duties of Executive Director/Directing Attorney**

- Communicate the fire emergency – an announcement over the telephone paging system or other system directing the staff, clients, and visitors to evacuate the building.
- Direct the staff to assemble at the pre-designated outside assembly area.
- Prohibit re-entry into the building until cleared by authorities at the scene.
- Instruct staff not to throw away damaged material. This does not prohibit staff from removing burned or damaged material to the outside of the building. All damaged material will be kept in a specially designated area for insurance claim purposes.
- Authorize needed expenditures and ensure that all authorized expenditures are maintained and forwarded to the fiscal manager.

### **Activities and Responsibilities of Staff Members**

- If no announcement is heard, and the alarm continues for more than one (1) minute, staff, clients, and visitors are instructed to evacuate the building via the nearest safe exit.
- Nevada Legal Services' goal is to protect the safety of staff and clients. Staff members should make every effort to assist disabled individuals out of the building and to the pre-designated outside assembly area.
- Designated staff person should promptly notify the Fire Department and immediately notify any available manager and the Executive Director.
- Ensure that all doors and windows surrounding the fire area are kept closed in order to contain the fire.

### **Post Fire Duties of Fiscal Manager**

- Secure all valuable records.
- Secure the office from further damage or loss, arrange for temporary protection such as boarding up windows, rigging tarpaulin, and so forth.
- Arrange security if needed to prevent looting or vandalism.

## **4. CHEMICAL, BIOLOGICAL, EXPLOSION OR RADIOLOGICAL DISASTER**

### **a. Response to an event outside of the building**

- If the office becomes aware of an external hazard, such as an overturned tanker releasing chemicals, staff, clients, and visitors will be instructed to remain inside the building until further instruction.
  - The Executive Director/Directing Attorney will monitor local authorities for instructions and developments.
    - Exterior doors and windows should remain closed.
    - Staff, clients, and visitors should seek shelter in an interior room without windows.
      - All doors should be closed and the area secured from smoke, gases, vapors, and dust. If possible wet towels should be used to seal large gaps under doors.
      - Staff will be instructed to provide assistance to others who may need help.
      - Staff will be instructed to remain alert and be prepared to evacuate the building if instructed to do so by the local authorities.

## **b. Response to an event inside of the building**

- If the office becomes aware of an internal hazard, staff, clients, and visitors will be instructed by the Directing Attorney to immediately evacuate the building and meet at the pre-designated outside assembly area..

- Staff will be instructed to turn off all electrical equipment except lights, and to close all doors and windows. Offices should not be locked unless there is something highly sensitive in the office (i.e. large amounts of cash).

- Each directing attorney is responsible for reporting anyone missing to emergency personnel.

## **5. BOMB THREAT GUIDELINES**

In the event a threat is received during normal business hours, the staff is instructed to notify the Executive Director or the Directing Attorney immediately.

If a threat is received during non-business hours, notify the Executive Director or Directing Attorney immediately, but it will be the responsibility of the individual employee to evacuate if necessary.

### **Employee Action**

- Remember and record in writing all details of the conversation.
- Immediately report the incident to your supervisor.
- If a suspicious object is found, do not touch it. Report it to the Executive Director or Directing Attorney and clear the area.

### **Action Steps**

- Immediately report the incident to the Executive Director or Directing Attorney. They will contact emergency services/police, etc.
- The Executive Director/Directing Attorney will start building evacuation and staff, clients, and visitors will be instructed to meet at the pre-designated outside assembly area.
- The Executive Director/Directing Attorney will arrange to have members of staff or qualified personnel available to accompany emergency services on inspection.

## **X. PARTIAL OR TOTAL DESTRUCTION OF BUILDING Short Term Business Continuity Plan & Temporary Relocation**

If severe damage resulted in the agency's building being untenable, the agency's services would resume off site at:

Reno: Washoe Legal Services' offices or other space as ERT may advise the office

Las Vegas: Clark County Legal Services' office or other space as ERT may advise the office

Carson City: Washoe Legal Services' offices or other space as ERT may advise the office

### **Tasks and Duties of the Executive Director**

- Announce and provide directives to the Fiscal Manager and Directing Attorneys, and IT of the need to temporarily relocate the agency off-site.
- Make a public service announcement advising the public of the agency's temporary relocation.
- Promptly consult with the Board of Directors.
- Assign at least two exempt employees to conduct outreach efforts in areas deemed critical by each office in an effort to promote Nevada Legal Services' goal of providing a continuity of essential services to the community.
- Assign at least two exempt employees to conduct intake and/or distribute brochures and emergency public assistance flyers at the various Disaster Recovery Centers.
- Assign one exempt employee to the local County Emergency Operations Center, if appropriate.
- Make every effort to secure emergency grant funding.

### **Task and Duties of the Fiscal Manager**

- Contact the building management for rented office and suppliers directly for owned office, to obtain status regarding restoration of power to lights, air conditioning, telephone system, information systems; as well as determine the severity of the damage to the building and the foreseeable length of time that the agency could be displaced.
- Notify staff members of the temporary relocation of the office.
- Notify staff members of the agency's decision to implement its Disaster Payroll Policy.
- Conduct an assessment of any loss to the agency, which includes taking photographs and/or video of the damage to the agency's equipment, furniture, and other personal property.
- Maintain complete documentation of any and all expenses incurred by the agency as a result of its displacement.
- Promptly submit the necessary claims to the agency's insurance providers.

### **Tasks and Duties of Staff**

- Perform essential duties.
- Provide essential and/or critical services.
- Promptly record all hours worked under Disaster Payroll Policy.
- Continually assess effectiveness of the delivery of services to the public that is conducted off-site.

# BUSINESS CONTINUITY PLAN

## Essential/Critical Services

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## Implementation of Critical Services

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## Critical Employees

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- 3.
- 4.
- 5.
- 6.

**APPENDIX A**

MARIA G. AGUILAR	11469 RONCAT	LAS VEGAS	89141	(702)631-8507	(702)373-1675
HEATHER FINTAK	699 BLUE BARREL ST.	HENDERSON	89011	(702)343-0503	(702)722-6170
TODD ASHMORE	4428 THICKET AVE.	N. LAS VEGAS	89031	(702)858-1656	
MARIA BARBERO-XIAO	9367 HIDDEN HARBOR AVE.	LAS VEGAS	89148	(702)895-7743	(702)328-9289
GUADALUPE BARRAZA	1021 JIMMY CIR	LAS VEGAS	89123	(760)791-2700	
KRISTINE BERGSTROM	7844 COCOA BEACH CIR	LAS VEGAS	89128	(603)512-9036	
LONNIE BROWNING	413 East Long Street	CARSON CITY	89706		
ROXANA M. CASTILLO	8032 DORINDA AVENUE	LAS VEGAS	89147	(702)463-5410	(702)506-4240
EUNKYONG CHOI	7777 S. JONES BLVD. #1279	LAS VEGAS	89139	(702)575-1681	
ZORAIDA CRUZ	10821 PICATTA ST.	LAS VEGAS	89141	(702)361-3650	(702)526-2781
DUBIA DE LA TORRE	3050 LAKESIDE DRIVE, #54	RENO	89509	(775)453-2502	
ALEJANDRO DURAN	352 ESQUINA DR.	HENDERSON	89014	(702)285-4135	
JARZIVE GARCIA	2317 ISABELLE AVE.	LAS VEGAS	89101	(702)581-2654	
RHEA GERTKEN	280 ISLAND AVE., APT. 305	RENO	89501	(314)440-6111	
AMY GONZALEZ	776 SPRING VALLEY PKWY	SPRING CREEK	89815	(775)376-0421	
HERBERT HAMMERSTAEDT	208 WOODLAKE CIRCLE	DAYTON	89403	(775)246-0694	
DEBRA HAYS-VAUGHN	994 MICA DRIVE	CARSON CITY	89705	(775)367-6814	
CARRIE L. HENRICHSEN	697 E. COLLEGE PKWY. #11	CARSON CITY	89706	(605)359-4312	
ERIN HOUSTON	928 PURDY LODGE	LAS VEGAS	89138	(310)903-1085	
JENNIFER JEANS	604 RIDGE STREET	CARSON CITY	89703	(512)422-6957	
ANNAMARIE JOHNSON	9303 W. GILCREASE AVE, #1242	LAS VEGAS	89149	(702)839-3857	(702)408-7505
RENEE M. KELLY	55 BADGER CREEK CT.	SPARKS	89436	(775)425-8616	
KRISSTA KIRSCHENHEITER	2253 GALINDO CT.	HENDERSON	89052	(702)878-5282	
DONNA A. LIEBMAN	2001 COLVIN RUN DRIVE	HENDERSON	89052	(702)492-7181	(702)218-2075
CELINA F. MASON	6373 MAHOGANY PEAK AVE.	LAS VEGAS	89110	(702)641-7570	(702)506-8422
LORENA MEJIA-CORRALES	1700 ARDMORE ST.	LAS VEGAS	89104	(702)419-8145	
BLAKE MERL	7112 JUNCTION VILLAGE AVE.	LAS VEGAS	89129	(702)646-5263	(702)334-7286

KRISTINA MOORE-SWIFT	333 HOPEDALE AVE	N. LAS VEGAS	89032	(702)672-6657	(702)255-1849
ROBERTA O'HARA	531 VIA DEL CORALLO	HENDERSON	89011	(714)403-9883	
DAVID A. OLSHAN	97 FOUNTAINHEAD CIRCLE	HENDERSON	89052	(702)897-5294	
MARY LOU PEREZ	5219 DON ALBERTO COURT	N. LAS VEGAS	89031	(702)639-0895	(702)349-0383
BERTHA ROA	3055 S. NELLIS BLVD., #1048	LAS VEGAS	89121	(323)244-7778	
KIM H. ROBINSON	1832 PYRENEES ST.	CARSON CITY	89703	(303)819-4966	(775)841-9787
JEREMY RUTHERFORD	1872 MOUNTCREST CT.	RENO	89523	(775)787-9071	
GINA E. SALAS	2680 KLINE CIRCLE, #1	LAS VEGAS	89121	(702)539-4454	
AMERICA SANCHEZ	5481 Trapper Ct.	Sun Valley	89433	(775)232-4163	
AMALIA A. SCISCENTO	3641 ALGONQUIN DR.	LAS VEGAS	89169	(702)682-2568	
STEPHANIE SHANNON	1680 SKY MOUNTAIN DR. #M262	RENO	89523	(775)622-1648	(720)936-3416
JENNIFER SODERLUND	1180 KEELE DR.	RENO	89509	(805)798-4117	
MARTHA D. STABILE	4626 MICHILLINDA LANE	LAS VEGAS	89121	(702)505-3530	
DAVID W. THOMAS	9847 GALLO DRIVE	LAS VEGAS	89147	(702)987-5004	(702)428-7252
CRISTINA TOVAR	2609 SPEAR ST.	N. LAS VEGAS	89030	(702)272-9979	
JENNAFER WAGNER	11627 AUTUNNO	LAS VEGAS	89183	(240)405-9807	
MARY LAURA D. WORK	1350 CHAPARRAL DR.	CARSON CITY	89703	(775)882-1046	
ELEYETTE WORTH	7761 BEAR RIDGE ST.	LAS VEGAS	89113	(702)939-6959	(702)917-1575