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- I. **Nature & Purpose of Operations:** Our Short-Term Residential Therapeutic Program (STRTP) is designed to serve male youth between the ages of 12 and 18 years of age who have multiple and complex challenges. Our purpose is to provide a rehabilitative therapeutic experience and supportive milieu that encourages our residents to resolve symptoms, improve behavior and develop skills to enable resilience, promote independence, reinforce wellness and encourage good citizenship.

- II. **Service Approach:** All services provided to Greater New Beginnings Youth Services, Inc. youth are in accordance with our State and County approved Plan of Operations and Program Statement as adherence to regulatory agencies ensure continuity of care and the most effective outcome for GNB youth. To that end, all services are provided with the following goals in mind:
 - Provide a robust, trauma-informed rehabilitative milieu with integrated specialty mental health services, supports and 24 hour intensive care and supervision.
 - Increase wellness and decrease risk factors associated with behavioral issues, mental health diagnoses, substance abuse challenges and judicial involvement.
 - Work from a team approach that includes the youth, his natural and identified supports, as well as the Child and Family Team
 - Improve youth functioning across a variety of life domains (mental health, behavioral, educational, employment, relationships).
 - Assist youth in navigating and successfully exiting the juvenile justice system and preventing future recidivism.
 - Support youth in becoming positively engaged in their community.
 - Support youth in learning and practicing independent living skills.
 - Transition youth to a lower level of care, in family-based settings.

- III. **Hours of Operation:** Greater New Beginnings Youth Services, Inc. is a 24 hour a day facility providing housing for varying durations. Academic services are provided Monday thru Friday from 7:30am to 3pm and rehabilitative services are provided daily based on youths' individualized plans and emergent needs.

IV. Contact Information:

General Staff:

Monday thru Friday 7am - 5pm
 Saturday and Sunday 9am – 5pm

510-663-9090 Phone
 510-663-9093 Fax

Administrative Staff:

Monday thru Friday 9am - 5pm

510-663-9092 Phone
 510-663-9093 Fax

Language Line:

Call: 855-938-0124 / Select Needed Language / Enter GNB’s Unique Eight Digit Code (77777990)

V. Emergency (After-Hours/Crisis) Contact Information: 5pm-7am (Daily)

Executive Director/Administrator: 510-719-3950

VI. Emergency Disaster Plan

Greater New Beginnings Youth Services, Inc. feels it is imperative to plan for imminent disasters that pose a risk to our youth and staff. By training our staff for various events, we feel we minimize the potential risk for those involved.

Assignment of Emergency Tasks

Name of Staff	Title	Assignment
Eugene "Gene" Denard	Facility Manager	Direct Evacuation & Person Count
Sherrell Tyler	Mental Health Counselor	Handling of First Aid
Joyce Love	Residential Counselor - NOC	Handling of First Aid

Valentina Fierro	Mental Health Rehabilitation Specialist	Telephone Emergency Numbers
Chris Moorhead	Mental Health Counselor	Transportation
Delwin Bradford	Mental Health Counselor	Transportation
Deone Ellison	Facility Manager	Meal Prep

Emergency Names and Telephone Numbers (In addition to 9-1-1)

In addition to posting 9-1-1, Greater New Beginnings Youth Services, Inc. posts various numbers to emergency services in order to address various circumstances in the most expedient manner. The following numbers are accessible and available for staff in the event they are needed.

Agency	Contact Number
Fire & Paramedics	Emergency: 911 Non-Emergency: 510-444-3322
Red Cross	510-594-5100
Hospitals	
1. Children's Hospital (Oakland)	510-428-3000
2. Chappell Hayes (Oakland)	510-835-1393
Dentist	
1. East Bay Family Dental	510-534-0706
2. Life-Long Dental	510-981-4100
Child Protective Services (CPS) - Alameda County	510-259-1800
Community Care Licensing (CCL)	510-622-2602
Oakland Police Department	510-777-3333
Office of Emergency Services (OES) - Part of Fire Dept for Emergency Mgt	510-238-3938
Poison Control (SF)	1-800-222-1222
Ambulance (NorCal)	510-452-3400
Suicide Hotline - Alameda County	510-420-2460
Administrator - Kenneth Porter	510-719-3950

Facility Exit Locations (See Posted Sketches)

While evacuation sketches are posted throughout the facility, a review of the evacuation process and routes are reviewed with youth and staff at Intake and at time of hire. Additionally, routine drills are conducted to ensure all staff and youth are trained and abreast of any possible changes. The current exit routes are:



Front Entry of Main Facility	Rear Door of Facility by Kitchen
Bedroom 6 Door (Upper Level by Exterior Stairs)	Front Entry of Rear Facility
Balcony on Upper Level of Rear Facility	

Temporary Relocation Sites

In the event of disasters, temporary usage of off-site facilities may be needed to ensure the protection of youth and staff. In addition, main facilities may be inoperable or unsafe to re-enter until law enforcement has deemed it habitable. In the event, youth and staff need to be housed off-site and operations need to continue, Greater New Beginnings Youth Services, Inc. has secured written agreements with the following facilities.

- Extended Stay America
3650 Mandela Parkway Oakland CA 94608
510-923-1481

Staff, if possible, may work remotely and from home offices until directed by the Administrator. No TFC or SMHS will be provided at this location, as it is not a certified Medical site.

Utility Shut Off

In some events, main utility lines will need to be shut-off to prevent injuries or fatalities. Emergency services, Law Enforcement and/or the Administrator will provide directives in this regard. In the event staff are in doubt about taking “shut-off” action, they will need to contact the Administrator.

Electricity	GNB Main Staff Office - Behind Door
	Exterior of Main Facility (Parallel to Driveway)
Water	Front of Main Facility Near Water Hose Underneath Mailbox
Gas	Exterior of Main Facility (By Rear Kitchen Door)

First Aid Kits

When an injury occurs, an available and stocked first aid kit can save someone's life. Being prepared can reduce panic and provide the necessary aid. Therefore, Greater New Beginnings Youth Services, Inc retains multiple first aid kits to address the unexpected. The following includes the location of first aid kits that are stocked on an on-going basis.

- GNB Main Staff Office – Medicine Cabinet
- GNB Rear Administrator Office
- GNB Vehicles

Equipment

The right emergency equipment can make the difference is being able to address a disaster effectively or not. Therefore, specific equipment is located throughout the facility to detect and protect from possible injuries and/or fatalities. Such devices (referenced below) are checked monthly to ensure they are operable and without defect. If defects are identified, these devices are serviced or replaced immediately.

Equipment	Location of Device(s)	Monitoring
Smoke Detectors	GNB Main Facility Staff Office, GNB Main Home Lower Level Hallway Near Office, All Bedrooms (6), GNB Main Home Upper Level Sitting Area, GNB Main Home Upper Hallway, GNB Rear Facility	Monthly
Carbon Monoxide Detectors	GNB Main Facility Staff Office, GNB Main Home Lower Level Hallway Near Office, All Bedrooms (6), GNB Main Home Upper Level Sitting Area, GNB Main Home Upper Hallway, GNB Rear Facility	Monthly
Fire Extinguishers	GNB Main Facility Staff Office, Kitchen Near Rear Exit, GNB Main Home Upper Level Sitting Area, Rear Facility Lower Level, GNB Rear Facility	Monthly
Fire Alarms (Pull Stations)	GNB Main Facility Entry Door, Kitchen Wall Near Rear Exit, GNB Main Home Upper Level Sitting Area, GNB Main Home Upper Level Rear Bedrooms	Monthly

Emergency Response Preparedness

Greater New Beginnings Youth Services, Inc. plans for and coordinates emergency response preparedness. Greater New Beginnings Youth Services, Inc. administrative offices has an emergency evacuation procedure that provides for off-site facilities in case of emergency.

Greater New Beginnings Youth Services, Inc. will coordinate with local, state and federal governmental authorities in addition to emergency responders in the event of an emergency. Greater New Beginnings Youth Services, Inc. will ensure coordination and communication with families, and youth in order to account for the whereabouts of staff and youth.

General Procedure:

The Alameda County Office of Emergency Services. OES, has devised specific warning methods to warn residents of actual or pending disasters. To warn county residents of impending disaster, officials will sound air raid sirens, use vehicle horns, and mobile loudspeakers, any other loud noise-making device and text-alerts to get peoples' attention. If such should be the case, the County has implemented the following resources for detailed information:

Wireless Emergency Alerts is a messaging system from the County of Alameda that specific emergency alerts and instructions as to the nature of the impending disaster, what to do, and if necessary, the evacuation routes to be taken.

Ready.gov provides specific emergency instructions as to the nature of the impending disaster, what to do, and if necessary, the evacuation routes to be taken.

KGO 810AM, KNBR 690AM are the radio Emergency Broadcast Stations to tune to. The radio station will broadcast specific instructions as to the nature of the impending disaster, what to do, and if necessary, the evacuation routes to be taken.

Each youth and staff member are familiarized with the written disaster emergency plan for Greater New Beginnings Youth Services, Inc. This plan is explained and rehearsed at time of intake and hire and monthly thereafter. This plan is to be utilized in the case of earthquake, fire or other disaster. It includes information on where to meet if evacuated and who will be the point of contact for check-in. It also includes where emergency valve shut-offs are for water, gas and electricity see LIC 610C form from CCL. It is imperative to follow OES directives and guidelines and to utilize good, common sense in dealing with a disaster.

Greater New Beginnings Youth Services, Inc. social workers are to report to Community Care Licensing within 24 hours when a disaster affects the health safety and well-being of a child in foster care, including catastrophes, fires or explosions that occur under emergency

circumstances. Refer to Policy and Procedure – GNB PS 113 Incident Reporting and Review for detailed instructions. Initial notification to CCL can be made by phone, (650) 465-0716.

FLOOD:

1. In the event of a flood warning, staff will take the following measures:
 - a) Prepare for possible evacuation,
 - b) Follow the directions given via radio broadcast by the Emergency Services personnel. Follow evacuation routes as directed
 - c) Greater New Beginnings Youth Services, Inc. staff, once safe should ensure the safety and well-being of all youth, check in to ensure everybody's whereabouts
 - d) If internet access is unavailable, contact Administrator with updates via cell phone. The Administrator will log whereabouts of youth.
 - e) Staff will be expected to use sound, mature judgments and considerations if contacted by authorized members of youths' families.
 - f) Staff will, in the event of an ordered evacuation; follow to the letter the broadcasted directions of the Emergency Services personnel.

2. After the flood:
 - a) Staff should report the status and whereabouts of youth and themselves to the Facility Manager who in turn, reports to Administrator
 - b) Staff should not return to Greater New Beginnings Youth Services, Inc. until given permission by the Executive Director
 - c) If staff and youth have evacuated to Temporary Relocation Sites per the LIC 610C, staff should report the status and whereabouts of youth and themselves to the Facility Manager who in turn, reports to Administrator

EARTHQUAKE:

1. Despite much research, earthquakes are not a predictable occurrence. They occur with virtually no warning. Staff will follow the following directions if such an emergency should occur:
 - a) When an earthquake occurs, staff are to remain where they are. Do not attempt to move yourself outside of a building as most earthquake injuries occur when people are exposed to falling objects as they leave or enter buildings.
 - b) Staff are caught outside during an earthquake, the safest area is to be in an open space away from power lines and overhanging objects.

- c) Persons caught in a building or structure should take refuge under tables, desks, or doorways. Stay clear of windows.
- d) If caught in a vehicle during an earthquake, staff should remain in the vehicle after it has been brought to a safe stop.
2. In the event that the earthquake damages the levees or dams surrounding our area, staff will follow the procedures outlined in the **FLOOD** procedures.
3. After the earthquake has subsided, staff will remain outside and will keep out of the building as every earthquake is followed by aftershocks which may cause the structure to collapse.
4. Staff will, after seismic activities have abated, tune in to the Emergency Broadcast stations (**KGO 810AM and KNBR 690AM**) for information about potential evacuation of persons in the earthquake area. Staff **WILL** follow the directions given by the Emergency Services personnel.
5. Central coordination of communications and/or emergency procedures will be conducted by the Administrator and management.
6. When safe, a designated GNB Staff member will contact respective County Probation Office to report the safety of the youth at GNB. Any incident that threatens the health and safety of children are reported to CCL in an incident report.
7. Greater New Beginnings Youth Services, Inc. has secured off-site space to use in the case the current facility is damaged or uninhabitable. Greater New Beginnings Youth Services, Inc. has a written agreement Stay America, Oakland CA and Courtyard Marriot Hotel, Emeryville, CA
8. Staff, if possible may work remotely and from home offices until directed by the Administrator. No TFC or SMHS will be provided at this location, as it is not a certified Medi-Cal site.

FIRE:

1. In the event of a fire, the staff person who notices smoke/fire should immediately call 9-1-1.
2. Staff should immediately evacuate the building, ensure youth and staff are evacuated.
3. Assist any youth with mobility challenges or special needs or anyone who is injured.
4. Do not reenter the building for personal belongings.
5. Proceed out of the building by the nearest evacuation route.
6. Proceed to the front of the **facility and to the left to meet at the corner of Filbert and 16th Street**, congregate in a group; do not leave this location until dismissed.
7. Assist staff or youth that are injured in getting medical attention.
8. Facility Manager will take attendance to ensure all staff are accounted for.

9. Follow all directions of Administrator, management and emergency personnel.
9. Greater New Beginnings Youth Services, Inc. has secured off-site space to use in the case the current facility is damaged or uninhabitable. Greater New Beginnings Youth Services, Inc. has a written agreement Stay America, Oakland CA and Courtyard Marriot Hotel, Emeryville, CA
10. Staff, if possible may work remotely and from home offices until directed by the Administrator. No TFC or SMHS will be provided at this location, as it is not a certified Medi-Cal site.
10. Fires that occur in the facility are reportable to CCL. Therefore, the Administrator should report the occurrence to CCL within 24hours.

BOMB THREAT INFORMATION: Bomb threats are very rarely associated with an actual bomb. They are most often the result of someone being disgruntled at someone or something connected to the facility. The staff member receiving the bomb threat will be responsible for the following procedures as delineated in the following order:

1. The staff member receiving the call will enlist another staff to call 9-1-1 and will immediately document the following information:
 - a. Date/time/staff person taking the call/how was it reported/exact words of the caller
 - b. address and phone number that was called, person notified of the bomb threat
2. Ask the following questions:
 - a. When is the bomb going to explode?
 - b. Where is the bomb right now?
 - c. What kind of bomb is it?
 - d. What does it look like?
 - e. Why did you place the bomb?
 - f. Where are you calling from?
 - g. Note the characteristics of the caller's voice: male/female, young/older, accent/tone
 - h. Note other voice characteristics
 - i. Listen for background noise
 - j. What time did the caller hang up- remarks
3. Staff immediately initiate the evacuation of staff and youth from the building as in a fire drill, and relocate to a safe area away from building as designated above.
4. Assist any youth with mobility challenges or special needs.
5. Notify the Administrator-Board of Director Chairperson
6. Follow Law Enforcement directions – if they direct staff to notify neighbors, do so. When they arrive on the scene, follow all direction until they clear the premises. All

bomb threats should **be considered and acted on as if there were a real bomb** (unless your local law enforcement Agency has advised differently).

7. A Greater New Beginnings Youth Services, Inc. Incident/Injury report will be completed by the highest level of personnel on-site. The report shall detail all facts heard, seen, or experienced; the decisions made and who made them; and all procedures that were carried out and the result of same. This report will then be given to the Administrator.

Making a bomb threat is a serious crime. Report all occurrences to your local law enforcement Agency, no matter how serious you believe the threat. If a bomb is brought on-site, it is most likely brought in a package, bag, box, backpack, or briefcase. Always be cautious of these unknown items being found at the facility and take appropriate action. **DO NOT SEARCH** for the package or container unless instructed by law enforcement responders. If a suspected device or package is found, **DO NOT TOUCH OR MOVE THE ITEM**. Alert staff members and direct them (and youth) away from the item during evacuation. Do not re-enter the building until cleared by emergency responders.

If the Administrator is not on site, the highest level staff person should meet with emergency responders and the media (media are to be directed to the Administrator or CEO). Provide the law enforcement responders with whatever information is available. **DO EXACTLY AS THE LAW ENFORCEMENT AGENCY INSTRUCTS.**

ACTIVELY VIOLENT INDIVIDUAL

Although all situations cannot be anticipated or documented here, there are several things that can be done to reduce workplace violence. Experts list the following as key steps in reducing or eliminating the threat of workplace violence:

1. No tolerance policy for harassment – See Greater New Beginnings Youth Services, Inc. GNB ADM 113 Harassment-Free Workplace Policy.
2. All employees from the Administrator to line staff and volunteers are to adhere to the anti-harassment policy.
3. Effective lines of communication – Communication is a key factor in preventing workplace violence. Violent intruders thrive on silence from the victims and any witnesses. Encourage your team members to communicate by having regular team meetings. These meetings will help defuse tensions and misunderstandings while ultimately defusing any possibility of violence.
4. Training for staff – Greater New Beginnings Youth Services, Inc. staff training includes
 - A. De-escalating Hostile Youth
 - B. Calming Children in Crisis

- C. Crisis Management
- D. Emergency Response Training
- E. Working in a Team
5. Monitor employees and manage conflict, resolve disputes quickly.
6. Encourage staff to report any and all violent incidents immediately.

There are several things that can be done should an individual enter the building with the intent to do harm. The first person to encounter the individual should

1. **A- Alert** others, and if possible the police.
2. **L-Lockdown** the entry and exits to prevent entry into the suite or interior offices
3. **I- Inform** staff and police of the threat of violence or shooter
4. **C-Counter** the attack only if there is possibility of disabling the attacker
5. **E-Evacuate** the building through the nearest exit

Should an individual enter the facility and threaten violence, staff that encounters the individual should comply with their requests and try to de-escalate the individual.

7. Staff located within the facility, away from the entry point should immediately try to secure the safety of youth and leave through the nearest door or window. Upon reaching a safe location, call 9-1-1 and report the situation to the police.
8. All efforts should be made to reduce injuries and potentially loss of life. Youth and staff should wait for police before leaving the area.
9. After police arrive, they are in command of the situation follow any direction of the police.
10. The Administrator and leadership team will meet with staff when it is safe to debrief.
11. The Administrator will address the media if necessary; staff should direct any requests to the Administrator or CEO,
12. An Incident Report will be completed as indicated in GNB PS 113, Incident Reporting and Review.

STAFF INJURIES AND MEDICAL EMERGENCIES

Greater New Beginnings Youth Services, Inc. is prepared to treat injuries and respond to medical emergencies, as all staff are required to be currently certified in CPR and First Aid. The Greater New Beginnings Youth Services, Inc. is equipped with a first aid kits that is clearly marked in the facility. In the main office, the information board has poison control numbers and emergency number: 9-1-1. Each staff's personnel file contains emergency contacts and youth have emergency contacts in their file or binder within the Greater New Beginnings Youth Services, Inc. Should an injury or medical emergency occur at the facility, staff will respond by:

- Remain calm, be aware of surroundings, and closely evaluate the scene to protect yourself and others from further injury.
 - Do not move a critically injured person unless instructed by emergency medical professionals.
 - Do not try to drive someone who is critically ill or injured to a hospital unless there is no way to summon emergency help.
 - Call 9-1-1 or ask someone else to call:
- If you think there is a medical emergency,
- If the crisis could get worse left untreated or not treated properly.
- Listen carefully to the 911 dispatcher's questions. Answer them calmly and quickly.
 - Remain on the line until the dispatcher tells you it's okay to hang up.
 - Ask someone to wait outside to meet emergency personnel.
 - Paramedics may want to know a brief summary of the circumstances that caused the emergency. Remain calm and cooperative as they gather information.

Warning Signs of a Medical Emergency:

Look for these emergency warning signs that indicate a person could suffer major harm or die without immediate care. Call 911 immediately if one or more of these signs are present.

- Prolonged chest pain (lasting two or more minutes)
- Uncontrolled bleeding
- Difficulty breathing or shortness of breath
- Choking or vomiting blood
- Severe pain
- A weak or nonexistent heartbeat when checking for a pulse on the neck alongside the Adam's apple
- Sudden weakness, change in vision, or dizziness
- Persistent vomiting or diarrhea
- Confusion or difficulty arousing

Emergency evacuation routes are posted and include emergency phone numbers. Staff cell phones may be used for portability purpose to enable staff to address medical emergencies and speak with responders. If staff are injured during working hours, contact their supervisor and follow process for Occupational Injuries.