BROCKTON AREA MULTI-SERVICES, INC.
ORGANIZATION AND POLICY GUIDE

Subject: Emergency Operations
Number: PE-47-18

Date Developed: 1/21/93
Date(s) Reviewed/Revised: 11/94, 1/00, 2/02, 11/07; 5/10; 3/11; 2/12; 10/2018

Department Executive Approval:
Chief Executive Officer/Chief Operations Officer/Chief Information Officer Review:

PURPOSE:

To define conditions under which severe weather or another hazardous condition constitutes Emergency Operating Conditions or the basis for delayed starting times or early closing times at BAMSI programs or locations and to provide a process for communicating such decisions and paying affected employees.

DEFINITIONS:

Business Continuity Plan is the BAMSI-wide plan document containing the protocol by which senior leadership will communicate, make decisions, and work to restore affected operations and business functions in the event of an emergency or other condition which may affect regular operations at any program or location.

Emergency Communications Plan is the written protocol established by each operating division, corporate partner, and administrative department to communicate program or location closings, delayed start times, early (advanced) closing times, or other emergency information.

Emergency Operating Conditions are declared by the BAMSI Chief Executive Officer (CEO), Chief Operations Officer (COO), or authorized designee under this policy. These conditions are distinguished from a State of Emergency declared by the Governor or other government official and are typically declared only under the most extreme conditions of inclement weather or other hazardous conditions.

Essential programs are those that must continue to operate at all times, including during Emergency Operating Conditions, to assure the immediate welfare of persons served. This includes all residential programs and may include other programs as specified in the declaration of Emergency Operating Conditions.
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Hazardous conditions are internal or external environmental conditions having natural or manmade causes, such as the presence of hazardous chemicals, flood, fire, earthquake, or contagious illness. Not all hazardous conditions result in the declaration of Emergency Operating Conditions.

Inclement weather means severe weather conditions, such as heavy snow, severe storms, or extremely high winds that interfere with normal agency operations. Not all inclement weather results in the declaration of Emergency Operating Conditions.

Emergency Operations Leave is the designation for paid absence time for regular employees who cannot work as scheduled because their program or location has been closed by Emergency Operating Conditions as declared under this policy.

On call means that an executive or senior management official is available for consultation by telephone or e-mail.

SCOPE:

This policy applies to (1) all regular employees of BAMSI; and (2) per diem and relief employees who work during Emergency Operating Conditions at specified essential programs.

PROCEDURE:

Emergency Operating Conditions:

1. BAMSI programs will remain open during inclement weather conditions or hazardous conditions unless Emergency Operating Conditions are declared by the CEO, COO, or authorized designee.

2. The CEO, COO, or authorized designee will consider all pertinent information in making his/her decision, including, but not limited to, declarations of a state of emergency by federal,
3. During Emergency Operating Conditions, essential programs, including all residential programs and any other program or services identified as essential by the CEO, COO, or authorized designee, will continue to operate, and scheduled employees are expected to report for work as scheduled. Mental Health Services, Wraparound Family Services, and BAMSI senior management (members of the Executive Team) will be on-call, as assigned.

4. In the event that inclement weather or hazardous conditions exist, but Emergency Operating Conditions are not declared, agency programs and locations will remain open unless otherwise stipulated by the CEO, COO, or authorized designee.

**Scope and Duration of Emergency Operating Conditions:**

1. The declaration of Emergency Operating Conditions may be limited to certain programs, locations, or services as determined by the CEO, COO, or authorized designee.

2. The CEO, COO, or authorized designee will identify a time for the commencement of the Emergency Operating Conditions. Said time may differ by program or geographic location, depending on relevant circumstances.

3. The CEO, COO, or authorized designee will identify, either at the time of the initial declaration or at some later point when additional information is available, a time for the end of the Emergency Operating Conditions. Said time may differ by program or geographic location, depending on relevant circumstances.

**Delayed Start or Early Closing:**

1. With or without the declaration of Emergency Operating Conditions, the CEO, COO, or authorized designee may delay the starting time or advance the closing time of all or
specified programs or work locations because of inclement weather, hazardous conditions, or other exigencies.

2. The CEO, COO, or authorized designee will determine payment for non-exempt employees who miss work time because of a delayed starting time or early closing time at their program or location.

**Emergency Communications Plan:**

1. The CEO, COO, or authorized designee will determine and communicate to the Executive Team which programs or locations may be closed due to Emergency Operating Conditions, or which programs or locations may have altered starting or closing times. The Executive Team will be responsible for communicating this information to personnel in their division or department, as needed, through a pre-determined Emergency Communication Plan.

2. The CEO, COO, or authorized designee will also communicate a declaration of Emergency Operating Conditions or altered workplace schedules through other means, including the agency’s website, automated telephone attendant systems, or other electronic systems, as appropriate.

3. The Vice President of each operating division and the head of each shared services administrative department will provide a copy of its Emergency Communications Plan to the Quality and Improvement Department, and will review the Plan at least annually and update the Plan as needed. Each Vice President or head of said division or department will communicate the plan to employees within their division or department.

**Pay During Emergency Operating Conditions:**

1. Non-exempt personnel, including regular, on-call relief and per diem employees, who are required to work during declared Emergency Operating Conditions under this policy will be
Emergency Operations Leave:

1. When a program or work location is closed due to Emergency Operating Conditions under this policy, regular employees at said programs will be granted Emergency Operations Leave with pay for the hours that they would have worked had their workplace not been closed during the Emergency Operating Conditions.

2. Employees who had previously requested and received approval for absences that fall during Emergency Operating Conditions, delayed starting time, or advanced closing time will not be eligible for Emergency Operations Leave for this time period, but will use available benefit time previously approved for the absence.
3. Employees who do not report to work prior to the beginning or after the conclusion of a declared period of Emergency Operating Conditions under this policy will be required to use available Paid Personal Time or Paid Personal Leave, as applicable, for hours preceding or following the declared period of Emergency Operating Conditions, or, with the approval of their supervisor, may adjust their schedules as noted above.

**Miscellaneous:**

1. Not all situations of inclement weather or hazardous conditions will result in the declaration of Emergency Operating Conditions.

2. Employees are typically expected to report to work as scheduled unless their work location has been closed by Emergency Operating Conditions, and employees should plan sufficient time to arrive safely at work. This may include preparation or arrangements to clear vehicles or driveways of snow, and leaving earlier than usual to account for slow travel conditions.

3. Employees who are absent during inclement weather or hazardous conditions that do not result in the declaration of Emergency Operating Conditions may be required to provide verification that the absence was medically necessary in order to use sick time, unless the time was previously approved by the employee’s supervisor.

4. BAMSI is obligated to staff essential programs, including residential programs, regardless of inclement weather or hazardous conditions because the immediate welfare of persons served is at stake. Consequently, we expect employees of essential programs to report to work as scheduled unless conditions make it impossible for them to do so.