

Emergency Management Policy

Policy Number: DOR-1080-017B

Effective Date

02/22/2011

Last Reviewed Date

01/05/2011

Scheduled Review Date

03/01/2013

Purpose

[Section 252.365](#), Florida Statutes requires state agencies and state facilities to have comprehensive and effective disaster preparedness plans that ensure continuity of essential state functions under all circumstances. This policy and its procedures provide the direction to put comprehensive and effective disaster preparedness plans in place for all Revenue facilities. These plans should address a full range of potential emergencies, including both catastrophic disasters with long-term effects and emergency events with short-term effects. The plans should be flexible enough to respond to a wide variety of emergency events.

Revenue's Emergency Management Policy and its procedures are specifically designed to:

- Provide a basic framework for prompt and efficient response to a disaster or other emergency affecting Revenue employees, facilities, or operations.
- Ensure timely and appropriate communication between management and affected individuals.
- Provide a framework for resuming operations as quickly and with as little interruption as possible after a disaster or emergency has passed.

The scale of an actual disaster or emergency event will impact the actions, roles, and responsibilities Revenue takes to ensure the safety of all Revenue employees and to ensure that Revenue can continue to perform critical state functions.

Scope

This policy and its procedures apply to all Revenue employees and contractors. It is always in effect.

Policy

A. Revenue's Emergency Management Process

Revenue establishes this emergency management policy to articulate the roles and responsibilities of the Department and its employees in order to respond to a full range of

potential emergencies, ensure the safety of all employees and visitors at all Revenue facilities, and to comply with [Section 252.365](#), Florida Statutes. The components of Revenue's emergency management process include:

- [Continuity of Operations Plans \(COOP\)](#) – Comprehensive plans that ensure the mission critical functions performed at a facility can be continued, according to agency priorities, in the event of a catastrophic disaster, pandemic, or other long-term emergency.
- [Emergency Action Plans](#) – Response plans at each Revenue facility that include immediate actions employees will take in response to short-term emergency events, such as fire, utility disruptions, medical emergencies, and more.
- Information Technology Disaster Recovery Plan – A plan required by [Rule 71A-1.012](#), Florida Administrative Code that identifies critical information technology resources that are essential to Revenue's mission critical functions and addresses how these functions can continue in the event of an emergency.
- Emergency and Disaster Website – Revenue maintains an [emergency and disaster website](#) that includes current information for Revenue employees and the public. This website is used to provide information on how to conduct business with the Department during a disaster or emergency.
- Emergency Information Line – Revenue will maintain an emergency information line (1-888-367-8595) that employees can access to obtain current emergency information, including office closures.
- Emergency Response Team – Revenue will establish and maintain an [Emergency Response Team](#) that will manage Revenue's response to emergencies that pose significant risk to the Department. The executive director or his or her designee has the discretion to activate and deactivate the [Emergency Response Team](#).
- State Emergency Response Team – Revenue will continue to be an active participant on the [State Emergency Response Team](#) and will assist in the implementation of the State of Florida's [Comprehensive Emergency Management Plan](#), as required by [Section 252.365](#), Florida Statutes.

It is Revenue's policy that each Revenue facility will establish and maintain a continuity of operations plan (COOP) and an emergency action plan. Program and facility management, in conjunction with the emergency coordinating officer, will ensure that each of these plans is comprehensive, effective, and tested annually. [Section 119.07\(3\)\(a\)](#), Florida Statutes provides that the information contained in these plans is confidential and therefore exempt from public disclosure requirements.

It is Revenue's policy to include an operational information technology disaster recovery plan that meets legal requirements in the Capital Circle Office Center COOP.

B. Emergency Management Authority and Responsibilities

The executive director will appoint an [emergency coordinating officer](#) and an alternate emergency coordinating officer, as required by [Section 252.365](#), Florida Statutes. The emergency coordinating officer is responsible for the development, review, testing, and revision of Revenue's continuity of operations and emergency action plans.

When authorized by an executive order of the Governor, the executive director may issue emergency waivers, as defined in Revenue's [Agency-wide Procedures on Emergency Waiver/Exercise of Authority](#), to fairly and equitably administer Florida's tax and child support enforcement laws and address the needs of Revenue employees, businesses, the public, and other governmental entities prior to, during, and after an emergency.

The executive director or his or her designee may authorize use of administrative leave for employees affected by an emergency as outlined in [Rule 60L-34.0071](#), Florida Administrative Code.

C. Roles and Responsibilities for Office Closings and Reopenings

When there is a threat to the safety of Revenue employees or customers, the executive director has delegated decision-making authority to program directors and regional managers to close an office within their program and to reopen an office which has been closed.

In the event of a threat that poses an immediate danger to employees or customers and when emergency communication with regional managers, program directors, or other senior leadership isn't practicable, service center managers are delegated the authority to temporarily close (evacuate) a facility and, if warranted, relocate staff to an appropriate state facility, emergency shelter, or other safe location. Under these circumstances, employees will be considered to be on work time. Administrative leave will not be authorized for this type of incident unless the office is officially closed by the agency.

Each work unit manager will be responsible for establishing and maintaining a telephone tree for his or her work unit. The purpose of the telephone tree is to ensure employee contact information is available in the event employees need to be notified of emergency situations and any action that should be taken by the employee(s).

All supervisors and their direct reports will be responsible for exchanging after hours contact information with each other. Employees and supervisors have an obligation to remain in contact with each other during emergencies. Employees should also utilize Revenue's emergency and disaster response website and the emergency information line (1-888-367-8595) to obtain emergency information including office closures and reopenings.

Procedures

[Revenue's Agency-wide Procedures for Office Closures](#) provide the responsibilities and actions to be taken when offices are closed or reopened.

[Office Closures Frequently Asked Questions](#) provides answers to frequently asked questions regarding office closures.

Revenue's [emergency and disaster website](#) provides the latest emergency information for Revenue employees.

[Agency-wide Procedures on Emergency Waiver/Exercise of Authority](#) provides the responsibilities and actions required when the executive director issues an emergency waiver.

Definitions

Comprehensive Emergency Management Plan – Florida law establishes the Comprehensive Emergency Management Plan as the master operations document for the State of Florida. It is the framework through which the state handles emergencies and disasters. It defines the responsibilities of the government, private, volunteer, and non-governmental organizations that comprise the State Emergency Response Team (SERT).

Continuity of Operations Plan (COOP) – a comprehensive plan that identifies the mission critical functions performed at a Revenue facility and ensures they can be continued, according to agency priorities, in the event of a catastrophic disaster, pandemic, or other long-term emergency that would otherwise interrupt the administration of Florida tax and child support enforcement laws.

Disaster – any natural, technological, or civil emergency that causes damage of a severity and magnitude that it has resulted in a declaration of a state of emergency by a county, the Governor of Florida, or the President of the United States.

Emergency – any occurrence, or threat of an occurrence, whether natural, technological, or man made, in war or in peace, which results or may result in substantial injury or harm to the population or substantial damage to or loss of property.

Emergency Action Plan – response plan at each Revenue facility that ensures the safety of all Revenue employees and visitors at the facility. Emergency action plans include immediate actions employees will take in response to short-term emergency events, such as fire, utility disruptions, medical emergencies, and more.

Emergency Coordinating Officer (ECO) – person designated by the executive director to coordinate with the Division of Emergency Management on emergency preparedness

issues, prepare and maintain emergency preparedness and post-disaster response and recovery plans for Revenue, maintain rosters of personnel to assist in disaster operations, and coordinate appropriate emergency management training for Revenue personnel.

Emergency Management – the preparation for, the mitigation of, the response to, and the recovery from, emergencies and disasters.

Revenue’s Emergency Response Team – A team of Revenue managers and staff who guide Revenue’s response to any emergency that poses significant risk to Revenue’s employees, facilities, or operations. The Revenue Emergency Response Team membership consists of the:

- Executive Director
- Deputy Executive Director
- Chief of Staff
- General Counsel
- Workforce Management Resource Administrator
- Chief of Public Information
- Confidential Information Response and Disclosure Officer
- Program Directors
- Emergency Coordinating Officer
- Alternate Emergency Coordinating Officer

Deputy Program Directors serve as backup to Program Directors.

State Emergency Operations Center – A permanent facility in Tallahassee used by the Division of Emergency Management and the State Emergency Response Team. When an imminent or actual event threatens the State, the Director of the Division of Emergency Management activates the State Emergency Response Team. They staff the State Emergency Operations Center for the duration of the event.

State Emergency Response Team – The State Emergency Response Team is composed of agency-appointed Emergency Coordinating Officers (ECOs) from state agencies and volunteer and non-governmental organizations that operate under the direction and control of the Governor and State Coordination Officer. The SERT is grouped into 18 Emergency Support Functions (ESFs) during an emergency or disaster.

Enforcement/Penalties for Non-Compliance

The emergency coordinating officer, program, and facility management will ensure compliance with this policy. Non-compliance should be reported to the emergency coordinating officer.

Exemptions

Not applicable.

Waivers from Policy

Not applicable.

Authority/References

[Sections 20.05](#) and [20.21](#), Florida Statutes, establish the powers and duties of department heads and the Florida Department of Revenue.

[Rule 12-3.007, Florida Administrative Code](#), establishes Delegation of Authority.

[Section 252.365](#), Florida Statutes, outlines emergency management requirements for state agencies.

[Rule 71A-1.012](#), Florida Administrative Code, also known as the Florida Information Resource Security Policies and Standards.

[Rule 60L-34.0071\(3\)\(e\)](#), Florida Administrative Code, outlines the use of administrative leave.

Capital Circle Office Center Continuity of Operations Plan

[Agency-wide Procedures for Office Closings](#)

[Office Closures Frequently Asked Questions](#)

[Revenue's emergency and disaster website](#)

[National Weather Service – Warnings and Forecasts](#)

[Agency-wide Procedures on Emergency Waiver/Exercise of Authority](#)

Communication and Training

Audience	Actions To Be Taken	Expected Implementation Date
Communication: All Employees	<ul style="list-style-type: none">News You Can Use ArticleRevenue's emergency and disaster website	March 17, 2011
Communication: All Supervisors	Supervisor News You Can Use Article	March 15, 2011

Policy Administrator

Office of Workforce Management

Employee Well-Being Director

Key Agency Contact

Emergency Coordinating Officer
Office of Employee Well-Being
Capital Circle Office Center, Room 1-3449
850-717-7008

Signature

Lisa Vickers

Executive Director

2/22/11

Date

Revision History

If you think this policy should be revised please complete the “*Request for Waiver of Requirements, Clarification of Exemption, or Policy Revision form*”:

<http://dorweb01/library/EXEC/strategy/RequestForWaiverOfRequirements.doc> .

Origination Date	Explanation
05/15/1995	Emergency Management Procedures
10/30/2001	Office of Inspector General Emergency Office Closing Procedures
02/27/2008	Emergency Notification and Response Procedures
07/08/2009	Emergency Management Policy
Last Reviewed Date	Explanation
1/05/2011	Changed format, added content and Office Closing Procedures