



WESTERN MASSACHUSETTS COUNCIL

DISASTER RECOVERY PLAN

Location of DRP

A copy of the Disaster Recovery Plan should be maintained on and off premises. The Scout Executive and DRP Coordinator should keep copies in their cars or at home.

A neighboring business, Epi-Center, has the home phone numbers of the Scout Executive and DRP Coordinator for contact in the event of an emergency when the office closed.

The following people have copies of the council DRP:

- Scout Executive
- Assistant Scout Executive
- Council President
- Council Commissioner
- Council Vice President for Administration

Locations of additional copies:

- Westfield Service Center
- Pittsfield Service Center
- Nunes Building, Horace A. Moses Scout Reservation
- In PDF format on the Council website, wmascouting.org

Table of Contents

Section 1 – Introduction

- Emergency Events and Disasters
- Communications

Section 2 – Evacuation Plan and Emergency Procedures

- Evacuation Plan
- Emergency Procedures

Section 3 – Emergency Response Plan

- General Guidelines
- Duties of Emergency Response Team Personnel

Section 4 – Specific Emergency Procedures

- Bomb Threat
- Chemical Release or Spill
- Civil Disturbance, Demonstrations
- Communications
- Earthquake
- Extreme Cold or Snow
- Extreme Hot Weather
- Fire
- Flooding
- Hurricane
- Medical
- Tornado

Section 5 – Disaster Recovery and Business Continuation Plan (DRP)

- Disaster Recovery Team
- Team Assignments
- DRP Procedures
 - Building Damage Evaluation
 - Selecting an Alternate Site
 - Setting up a Command Center
 - Security
 - Clean-up and Salvage Check List

Section 6 – Emergency Phone Numbers

Emergency Numbers

Board Contacts

Executive Committee Members

Executive Board Members

District Officers

Section 7 – Planning Ahead

General Planning Check List

Section 8 – Appendix

Building Plans

Inventory Lists

MSDS Sheets

Section 1

Introduction

Emergency Events and Disasters

When things go wrong the Council needs to know ahead of time what can be done in order to minimize harmful effects that any particular emergency event or disaster can cause. It needs to have a plan.

To that end, this manual addresses two major areas of concern

- The proper reaction and response to various emergency situations that may arise within the Council (Sections 2, 3, and 4)
- The correct implementation of the Council's Disaster Recovery Plan (Section 5)

Sections 6, 7, and 8 contain supplementary reference material (phone numbers, check lists, drawings, etc.) that need to be readily available during an emergency.

As always – SAFETY IS EVERYONE'S CONCERN.

The Council Risk Management Committee is committed to keeping all of our Scouts, their families, and our volunteer and professional staff safe. It is also our desire to see our Council's property protected and operated as Risk Free as possible.

The guidelines, procedures, and reference material in this manual are to be review and updated annually to ensure that this document remains an accurate and useful tool for the future.

Any questions or concerns about any portion of this manual should be addressed to the Risk Management Committee.

Communications

Reportable Communications

It is the Council's policy that the following be reported to the Scout Executive or his or her designee as soon as practically possible and done by a single contact person (director or chairman for the event, function, or activity).

- All deaths or serious injuries
- Injury to a Scout or adult on a Scout function (on or off of Scout property) in which medical treatment other than on-scene first aid is necessary or recommended
- Any situation occurring in connection with a Scout function (where on or off of Scout property) in which a Scout or adult is transported to a hospital, whether or not the Scout or adult is admitted
- Violations of the BSA policy against Drug and Alcohol Abuse
- All cases of suspected child abuse, bullying, or hazing

Media

Only the Scout Executive or his or her designee will act as Council spokesperson to the media. Individual leaders or adults should refer all media inquiries to the Scout Executive or the designated spokesperson, providing accurate contact information.

- In the event of a reportable situation, it is the responsibility of the person in charge of the event, function, or trip to contact the Scout Executive or his or her designee as soon as practical.
- It is the Council's policy to work with the media to provide factual, accurate, and timely information.
- The Council spokesperson (Scout Executive or designee) will be responsible for issuing press release or media advisory information so that all media representatives are given the same information.

Section 2

Evacuation Plan and Emergency Procedures

For further instructions contact the Scout Executive or Recovery Team Coordinator.

Evacuation Plan

Notification to evacuate may be by

- automated systems (i.e., fire or carbon monoxide detectors),
- decision of the manager in charge (typically the Scout Executive or Assistant Scout Executive),
- another responsible party (e.g., building management, owner, or public safety representative), or
- activation of an alarm "pull station."

Every employee and visitor is to leave the building immediately.

- Personnel should be stationed near hallways and exits instructing those evacuating to walk and stay calm.
- Leave personal belongings except those immediately available.
- Do not attempt to return to your work station if you are in another part of the building.
- Do not use elevators, as applicable.
- Stay clear of hoses, hydrants, and emergency response equipment and personnel.
- Do not block stairways, doors, or driveways.

Proceed Immediately to

- *Westfield:* To the farthest east end of the parking lot area on the street side of the building (the right end, if facing the building)
- *Pittsfield:* In front of the Pittsfield Cooperative bank

Head Count

- Determine that all occupants of the building are accounted for and are safe.
- Remain in the evacuation area until instructions are given to return to the building or to leave.

Assistance to the Disabled

Employees or visitors unable to leave the premises without assistance or who may impede the evacuation of others may require assistance. Depending on the nature of the disability, one or more employees or visitors should be asked to assist them. Calls to

emergency services should detail the presence of people needing assistance, the assistance needed, and their location.

Notify Fire/Ambulance/Police

Call 911 to summon emergency responders. If calling from a mobile phone, the call will be answered by a State Police 911 dispatcher: immediately ask for Westfield or Pittsfield fire, ambulance, and/or police, as appropriate.

Calls for assistance must be coordinated through one person, typically be the Scout Executive or Assistant Scout Executive, so that multiple assistance calls are not made.

Priority Evacuation List

- Personnel
- Valuables
- Vital records
- Computer records (disks, backup drives, etc.)

Section 3

Emergency Response Plan

General Guidelines

The Scout Executive and his or her designee is in complete charge of all emergency procedures and operations. He or she is responsible for assessing the dangers involved and announcing further instructions for putting the Emergency Procedures and Council Disaster Recovery Plans into effect.

Cooperation and calm are tantamount to the smooth termination of an emergency.

The Scout Executive must be notified as soon as possible whenever

- There is serious bodily injury.
- An outside agency (fire, police, etc.) is called or responds.
- The situation requires evacuation of the Service Center.

During an emergency, the Emergency Team Coordinator should be informed of any visitors in the Council Service Center so that they may be accounted for. Knowing that everyone is safe helps avoid unwarranted search and rescue efforts.

Do not hamper the work of emergency response personnel. Keep roadways and driveways clear for passage of emergency response vehicles.

Report any injuries and damage.

Do NOT make statements or comments to newspaper, radio, or television reports or post to other media (text, Facebook, Twitter, etc.).

All questions from the media must be referred to the Scout Executive.

Duties of Emergency Response Team Personnel

Emergency Team Coordinator

The individual designated to have overall control and responsibility for implementing the Council Disaster Recovery Plan. He or she should investigate the situation, implement corrective action, and enforce follow-up actions. In some cases this person may also serve as the Incident Commander.

Command Post Facilitator (Assistant Team Coordinator)

This individual assists the Emergency Team Coordinator as directed and assumes the duties of the Emergency Team Coordinator when he or she is unavailable. This individual is responsible for helping to set up an efficient Command Post/Recovery Headquarters, for directing the Operations Staff that is on hand, for directing and coordinating the activities of the Dispatcher, and for setting up an effective communications system.

Incident Commander

This individual is responsible for controlling all activities at the scene. He or she is responsible for selecting Response Team Supervisors and directing their activities, for keeping the Command Post Facilitator up-to-date on all field activities, for assessing the situation at hand and requesting or recommending assistance from outside emergency help or contractor services, and for carrying out the directives of the Emergency Team Coordinator.

Dispatcher

This individual is responsible for sending and receiving information to and from outside sources, including telephone communications and field (on-scene) dispatches. This person should apprise appropriate Risk Management Team members of the situation and coordinate calls to help obtain additional Emergency Responder help as directed by the Command Post Facilitator. All Responders should first report to the Command Post/Recovery Headquarters where they can be directed as needed to field activities by the Dispatcher.

Response Team Supervisors

These individuals are responsible for managing the activities of their designated Emergency Responder group (2 to 8 people) assigned by the Incident Commander.

Emergency Responders

These individuals are responsible for carrying out the directives of their Response Team Supervisor. Emergency Responders should initially check in at the Command Post/Recovery Headquarters and report to the Command Post Facilitator or Dispatcher for assignment into the field.

Operations Staff

Command Post personnel that are used as runners, traffic controllers, clerks, security, etc.

Section 4

Specific Emergency Procedures

Bomb Threat

Listen to the caller.

- Use attached bomb threat checklist.

Advise Scout Executive as soon as possible. If Scout Executive unavailable, advise next ranking Scout professional or Disaster Recovery Team Coordinator who will:

- Evacuate all personnel (follow Evacuation Plan)
- Employees should leave the premises.
- Contact local police and fire authorities.
- Contact Massachusetts State Police Bomb Squad, 978-567-3310

Chemical Release or Spill

Evacuate all personnel (follow Evacuation Plan)

Call fire department

For chemical emergency such as spill, leak, fire, explosion or accident call:
CHEMTREC – 800-424-9300

CHEMTREC can usually provide hazard information warnings and guidance when given only the *name of the product* and the *nature of the problem*. For more detailed information and/or assistance, or if product is unknown, attempt to provide as much of the following additional information as possible:

- Name of caller and call back number
- Location of problem
- Shipper or manufacturer
- Container type
- Rail car or truck number
- Carrier name
- Consignee
- Local conditions

All calls are recorded.

Civil Disturbance or Demonstrations

Call police to ensure that no laws are broken. If the law is broken the police will make arrests.

Call Gregg Shields (BSA) at Edelman (214) 443-7587

Business will continue as normal.

Should visitors appear to be violent, lock doors.

No employee or volunteer of the council should make any statement(s) regarding the issue of the demonstration to the visitors/demonstrators.

Refer to Council Positive Publicity found at www.marketing.Scouting.org Go to Resources/Guidebooks

Earthquake

Get all people into an area that is clear of falling debris and electrical lines. Stay on high ground above flood plain and not below any standing water. If caught in a building stand in a door jamb or take shelter under a desk or table. Stay clear of windows and bookcases.

After main shock, account for all employees, customers, and visitors; report injuries to the Scout Executive or professional in charge.

Extreme Cold or Snow

In cases of extremely cold weather or winter storms, the Scout Executive or designee is responsible for determining work plans and hours of work for Council employees. Consideration should be given to driving conditions coming to work and returning home.

Severe cold weather may also necessitate the initiation of emergency response if

- HVAC problems occur
- Snow removal is delayed
- Roof or other structural issues become a concern

In all such emergency cases (such as an extended loss of building heat to the Council office), the Scout Executive will act as the Team Coordinator/Incident Commander to correct the situation.

Extreme Hot Weather

During periods of extremely hot weather, the Scout Executive or designee is responsible for notifying staff or altered work plans or hours, if appropriate (e.g., HVAC failure).

Flooding

Monitor weather channel broadcasts for local instructions:

- Use hand held radios if possible and disconnect all radios and other electronics.

Stay on high ground.

Primary objective is to protect personnel; the next concern is to protect facilities and equipment:

Head Count: Determine that all occupants of building are safe.

Do NOT use electrical switches.

Fire

Extinguish the fire if the fire is small enough and the necessary equipment is available.

Evacuate all personnel (follow evacuation plan).

Management personnel should be stationed near hallways and exits instructing the group to walk and remain calm.

- Notify fire department – dial 911.
 - Close fire doors.
 - Close down ventilation system.
 - Make sure sprinkler control valves are open
 - Do NOT use electrical switches
 - Shut off machinery, gas and power. But do not do anything you are not qualified to do.

 - Keep crowds back away from the fire. It is much easier to do at the beginning than later.

 - Clear everyone out of the area.
 - Keep an access route clear for fire equipment.
 - If fire personnel and equipment does not arrive, call again until they get there.

 - DO NOT return to your work station if you are in another part of the building.
-

- DO NOT move toward windows or glass-walled areas except as necessary to exit the building.
- DO NOT hinder the work of police or other agencies by calling for information.

Hurricane

The National Weather Service provides adequate warnings will in advance of hurricanes, as well as preparation advice based on expected severity.

Hurricane Local Statement – A public release giving specific details on (1) weather conditions, (2) evacuation decisions made by local officials, and (3) other precautions necessary to protect life and property.

Hurricane Warning – Issued when sustained winds of 74 mph or higher are *expected*. Because hurricane preparedness activities become difficult one winds reach tropical storm force, the warning is issued 36 hours in advance.

Hurricane Watch – Issued when sustained winds of 74 mph or higher are possible. Because hurricane preparedness activities become difficult once winds reach tropical storm force, the hurricane watch is issued 48 hours in advance.

Decisions should be made based on guidance from local and state agencies and the National Weather Service.

Possible Actions

- Protect or relocate vital records.
- Board up or tape glass windows and doors where practical.
- Protect inventory and equipment with tarps or waterproof covers.
- Place anything of value that is normally on the floor or low shelves on desks, counters, tables, etc.
- Close offices and Trading Post (notify customers with e-mail broadcast, web, and local television) in time for employees to return home.

If caught inside the Service Center during the storm

No one should intentionally remain at the service Center. In the unlikely event that personnel must remain:

- Stay away from exterior windows and doors.
- Remain inside the building until the back of the hurricane has passed.
- If power fails, turn off electrical switches (if safe).
- Assess damage to the building and/or Service Center, and report findings to the Scout Executive or designee.

Medical

If not life-threatening

If in doubt of seriousness of injury, always call 911.

- Give necessary first aid, and seek further medical care as necessary.
- Do not move an injured person except to prevent further injury.
- ALL injuries should be reported to the Scout Executive or his or her designee.

Serious medical injuries

- Call 911.
- Give appropriate first responder care.
- In additional help is present, have someone meet the ambulance at roadside.
- Do not move an injured person expect to prevent further injury.

Tornado

If a tornado watch is issued, all employees, customers, and visitors will be notified of the watch. Department heads will notify everyone in their department, this includes employees "out in the field".

If a tornado warning is issued that relates to the immediate area, all employees/directors will be notified. They will immediately notify their staff.

Monitor radio and TV weather broadcasts and set up a lookout post (limit to 1 or 2 people) to keep management advised of tornado's approach.

Each employee will secure his or her own work area by placing as many loose objects as possible in desks and file drawers which should then be tightly closed and, if possible, locked.

In case of sighting of tornado everyone should seek refuge in the following areas (list designated safety areas by floor and section of building/or move to a low lying area, if outside - these areas should be designated by a sign as a tornado shelter).

- DO NOT leave the building.
- DO NOT attempt to use elevators, as applicable.
- DO NOT return to your work station if you are in another part of the building.
- DO NOT move toward windows or glass-walled areas such as lobbies.
- DO NOT leave tornado shelters until advised to do so.
- DO NOT hinder the work of police or other agencies by calling for information.

After tornado has passed, account for all personnel and report any injuries to the Scout Executive.

Tornado Watch: The National Weather Service has forecast or reported that atmospheric conditions are such that tornados can occur locally, and the police and other agencies have been alerted and are watching.

Tornado Warning: Means that a funnel has been sighted on the ground in the area, and its probable path may be reported by radio or TV.

Section 5

Disaster Recovery and Business Continuation Plan

A copy of DRP should be maintained both on and off premises. The scout Executive and DRP Coordinators should keep a copy in their car or home.

Disaster Recovery Team

Team Coordinator

- Decides when to implement DRP
- Responsible for organizing and assembling the resources need for recovery
- Communicates with appropriate government agencies
- Assigns duties to other team members

Team Members

- Team coordinator will contact all team members. Team coordinator will contact first name on the list, if no response from first name or reach an answering machine, coordinator will contact second name, who will then contact number three, etc. Coordinator will keep trying all team members until are reached.
- Communicate the following to the Recovery Team members:
 - Brief situation report
 - Location of the Control Center
 - Required immediate action, if any
 - Which other members have been notified

Team Manager

- Responsible for implementation and execution of DRP
- Determine if building can be re-entered
- Notifies Disaster Recovery Team that DRP is being implemented.
- Notify district executives
- Communicates with Scout Executive

Team Coordinator

- Directs command center/recovery headquarters
- Responsible for organizing and assembling the resources needed for recovery; communicates with appropriate government agencies; assigns duties to other team members.

- Contacts all team members and communicate the following to the Recovery Team members:
 - Brief situation report
 - Location of the Control Center
 - Required immediate action, if any
 - Which other members have been notified

Building Manager

- Works directly with the Team Coordinator
- Damage assessment, determine critical needs, including the need to move to alternate space; supervise maintenance staff, initiate clean-up salvage operations.
- Responsible for security of facility and people

Team Members

- Engineering and construction contracts
- Take pictures of damage for insurance and historical purposes
- Contact insurance company and liaison with the insurance company until claim filled out.
- Assist Building Manager as directed
- First aid and assist personnel
- Arrange for physical needs of Command Center
- Handle crisis communications such as media release, notification to council leaders
- Answer the phone at Command Center
- Test computers; locate back-up-software and data if necessary
- Arrange phone service
- Amateur radios and other emergency communications
- Crisis response employee notification
- Trauma counseling to employees and members

Building Damage Evaluation

Scout Executive or Disaster Team Coordinator will determine if building can be re-entered.

Possible Concerns:

- Building structure unsafe
- Chemical contamination
- Gas leak
- Radon -- excessive level
- Water level too high
- Live electrical wires

Contact local building authority for inspection if you have one of the above concerns. Follow their directions.

IF building can be re-entered –

- Begin clean-up and salvage
- Establish Command Center on site

IF building cannot be re-entered –

- Secure site
- Select alternate site
- Activate Command Center off site

Contact insurance company

Pre-arranged Contacts and Agreements

An agreement has been made with Landlord to clean-up the Council office after a disaster:

- Jeff Glaze
- 1 Arch
- 1 Arch Rd., Westfield
- 413- 695-2293

An agreement has been made with Landlord to rebuild the Council office after a loss:

- Jeff Glaze
- 1 Arch
- 1 Arch Rd., Westfield
- 413- 695-2293

OR

In the event a building contractor is needed, quotes should be obtained from these three contractors:

- [contact name]
- [company name]
- [address]
- [phone number]

(Insert names specific to your needs and add other appropriate names.)

(A copy of any contract or agreement should be attached to the DRP)

Alternate Site

In the event an alternate site is necessary, an agreement has been made with Moses Scout Reservation for temporary facilities

- Nunes
- 310 Birch Hill Rd
- Caretaker
- 413-887-1067

OR

In the event an alternate site is necessary rent two hotel rooms at:

- Quality Inn
- 2 Southampton Rd, Westfield
- [Front desk]
- 413-568-2821

(Fill in specific information. May only want to choose one of these options or select a third option.)

Command Center/Recovery Headquarters

In the event of a disaster, a Control Center will be activated to serve as a communication center for information and for directing recovery activities.

The Command Center provides executive management and the Disaster Recovery Team with a remote site for relocation during and following a disaster. It is here that critical decisions are made, reliable status information is collected and resources are allocated.. Scout Executive (designee)] will be in charge of operations at the Command Center/Recovery Headquarters.

The following possible Control Centers have been identified. The Disaster Recovery Manager will determine the most appropriate Control Center to use, at the time of the disaster.

- Primary Moses
- Alternate Quality Inn

Locations could be

- Pre-arranged alternate facility
- Conference room in Council building
- Conference room in an adjacent building
- Trailer set up on Council property
- Closest motel or hotel
- Someone's home

(The Council should list two specific options for Command Center that can be quickly utilized.)

Physical needs include:

(Indicate location or availability of items.)

- Disaster Recovery Plan - See p2
- Portable lights and emergency generators – Moses Maintenance Building
- Water - Moses
- Phone Service – Cells or Moses Maintenance Building
- Ham radio (cellular service could be unavailable) - Moses Radio Building
- Cash/checks - TD Bank
- Desks, chairs, other office furniture - Manor House at Moses
- Computers - Manor House at Moses
- Office equipment - Manor House at Moses
- Office supplies, forms, and stationery - Manor House at Moses
- Phone books – Use internet
- Cots and sleeping bags – Moses Maintenance Building

- Canned or dried food, coffee – Moses
- Propane stove – Dining Hall at Moses
- First aid kit – Moses
- Socks (a lot of thick socks) - Nunes
- Gloves – cotton and latex – Moses Maintenance Building
- Flashlights – Moses Maintenance Building
- Transistor radio – Moses Maintenance Building
- Portable toilets, if necessary – Call Ricky's

One individual, designated by the Scout Executive, should be in charge of operations at the Command Center/Recovery Headquarters.

Only those persons with assigned duties should remain at Command Center; visitors should be kept at a minimum

Account for money spent – KEEP RECORDS. At the end of each day, account for all money spent. This will be prepared for an insurance claim.

Back-Up Computer Facilities

Arrangements have been made to have Mike Brennan perform orderly entry of daily business.

Contact(s)

- Mike Brennan
- 413-454-3329
- Bev Pond
- 413-214-2277

It will take the national organization 24 to 48 hours to restore critical functions to the computer operations.

Maintain copies of previously entered work for at least 24 hours. If there is a local file server, it should be backed up daily.

Security

Protect building from vandalism, theft, looters, further damage.

Protect people from entering unsafe buildings.

Provide emergency lighting.

Options

- Hire security guards
- Request police patrols
- Board windows and doors
- Restrict entry
- Additional lighting
- Warning signs

Clean-Up and Salvage

(Check off as completed.)

Begin salvage as soon as possible to prevent further damage.

- [] Ventilate to remove smoke or reduce dampness (as long as you are not spreading contaminants to other undamaged areas)
- [] Contact pre-arranged clean-up/salvage contractor
- or**
- [] Check yellow pages for document salvage companies and clean-up contractor
- [] DO NOT allow volunteer or employee clean-up until building has been inspected
- [] Take pictures of damaged building and contents for historical and insurance purposes
- [] Cover broken windows and torn roof coverings
- [] Remove standing water
- [] Identify and protect items with minimal damage
- [] Identify and protect high value items
 - expensive or irreplaceable
 - vital records
 - computer disks and tapes
- [] Remove salvageable items to predetermined place or for use at command center
- [] Preserve and protect evidence
- [] Locate and protect cash, checks, and financial records
- [] Wipe down wet furniture and equipment

- [] Remove debris, including any wet carpeting
- [] Remove non-salvageable office supplies – Destroy unless requested to hold by insurance company or investigating authority
- [] Assess damage
- [] Machinery and vital equipment should not be operated until drying, cleaning and testing has been completed

Clean-up Supplies

- Fans for smoke removal
- Vacuum cleaners
- Dehumidifiers
- Sand, sawdust, and other absorbents to soak up water or other liquids
- Push brooms, rope, ladders
- Hand tools such as hammers, wrenches, saws, staplers
- Cleaning detergents and rust and mold inhibitors
- Polyethylene sheeting or tarpaulins for covering equipment
- Rags, towels for wipe-up
- Pre-moistened paper towels
- Gloves

Begin Repairs

- If no pre-arranged contract, check yellow pages for type of contractor needed
- Establish schedule for re-entry; notify employees and customers
- Have building inspected for re-entry
- Restore fire protection system as soon as possible

Recovery Resources

<i>Vendor and Service Contacts</i>	<i>Name</i>	<i>Phone number</i>
Office supplies	Staples	
Software	Mike Giovaninni Corey Briere	413-636-5189 413-214-3607
Computer hardware	Mike Giovaninni Corey Briere	413-636-5189 413-214-3607
Telephone services	Junction Networks	800-801-3381
Cellular service	N/A	
Maintenance service	N/A	
Clean-up/Salvage	Max Salvage	413-210-3342
Data entry	Gail Wojtkowiak	413-446-4559
Printing service	Paul Stallman	413-364-6147
Pre-selected emergency contractor	Landlord	413-695-2293
Contractor	Landlord	413-695-2293
Engineering services	Landlord	413-695-2293
Security service	Landlord	413-695-2293
Trauma counseling services	Dr. Linda Bennett	413-262-1656
Roofer	Landlord	413-695-2293
Plumber	Landlord	413-695-2293
Other vendors	Pittsfield Landlord- Steven Ray or Chuck	413-499-2995 413-499-2000

(List phone numbers in an order most usable by Disaster Team. The purpose of this directory is quick and easy access to the phone numbers.)

Section 6

Emergency Phone List

AMBULANCE/FIRE/POLICE	911
Alternate Emergency Numbers (if 911 is out of service)	
Westfield	413-568-6285
Pittsfield	413-448-9700
FIRE – Westfield (business only)	413-572-6330
Pittsfield (business only)	413-448-9764
STATE POLICE – Northampton Dispatch	413-584-3000
POLICE - Westfield (business only)	413-562-5411
Pittsfield (business only)	413-448-9709
HOSPITAL – Baystate Noble Hospital, Westfield	413-568-28111
Baystate Medical Center, Springfield	413-794-0000
Berkshire Health, Pittsfield	413-447-2000
POISON CENTER	800-222-1222
SCOUT EXECUTIVE – Office	413-594-9196 Ext 7002
Mobile	636-288-5557
ASSISTANT SCOUT EXECUTIVE – Office	413-594-9196 Ext 7034
Mobile	518-727-3698
INSURANCE COMPANY	
Property Claims – Dowd Agency	413-538-7444
Liability Claims – BSA National Office	214-580-2000
UTILITIES	
Westfield Gas and Electric	413-572-0000
Pittsfield	
Berkshire Gas	413-442-1511
Water and Sewer	
Westfield	413-572-6243
Pittsfield	413-499-9339

Section 7

Planning Ahead

Location of DRP

A copy of the Disaster Recovery Plan should be maintained on and off premises. The Scout Executive and DRP Coordinator should keep copies in their cars or at home.

A neighboring business, Epi-Center, has the home phone numbers of the Scout Executive and DRP Coordinator for contact in the event of an emergency when the office closed.

The following people have copies of the council DRP:

- Scout Executive
- Assistant Scout Executive
- Council President
- Council Commissioner
- Council Vice President for Administration

Locations of additional copies:

- Westfield Service Center
- Pittsfield Service Center
- Nunes Building, Horace A. Moses Scout Reservation
- In PDF format on the Council website, wmascouting.org

Select Disaster Recovery Team

Scout Executive (or designated Coordinator)

- Responsible for implementation and execution of Disaster Recovery Plan
- Notify Disaster Recovery Team that DRP is being implemented
- Damage Assessment – Determine need to move to alternate, pre- identified office space
- Determine critical needs and functions -- What are your priorities?
- Assign duties

ASE – Assist Team Coordinator as directed

Steve Roberts – Command Center/Recovery Headquarters director

Steve Roberts – First aid, assist personnel

ASE – Arrange for physical needs of command center includes arranging phone service

SE – Handle crisis communications such as media releases

Gail Wojkowiak – Answer the phone

Mike Giovannini – Test computers, locate back-up software and data if necessary

Mike Brennan – Notify insurance company and/or regulatory agencies

Landlord – Responsible for security of facility and people

Bob D'Avignon – Notify National if Scout shop involved

Max Salvage – Mike Sullivan– Clean-up/salvage operations

Call Donna Perkins – Take pictures

(Add other duties specific to your needs.)

Disaster Recovery Team

Team Manager – David Kruse

O-413-594-9196 x 7002

H- 413-831-6179

C- 636-288-5557

- Responsible for implementation and execution of DRP
- Determines if building can be re-entered
- Notifies Disaster Recovery Team that DPR is being implemented
- Notifies regional and national offices
- Communicates with top management

Team Coordinator – Bob D'Avignon

O- 413-594-9196 x 7034

C- 518-727-3698

- Directs Command Center/Recovery Headquarters
- Responsible for organizing and assembling the resources needed for recovery
- Communicates with appropriate government agencies
- Assigns duties to other team members

- Contacts all team members and communicates the following to the Recovery Team members:
 - Brief situation report
 - Location of the Control Center
 - Required immediate action, if any
 - Which other members have been notified

Building Manager – Jeff Glaze

O – 413-568-1360

C – 413 695-2293

- Works directly with the Team coordinator
- Damage assessment –
 - Determines critical needs, including the need to move to alternate space
 - Supervise maintenance staff
 - Initiates clean-up salvage operations.
- Responsible for security of facility and people

Team Members – Steve Roberts

C-413-531-6720

- Engineering and construction contracts
- Take pictures of damage for insurance and historical purposes
- Contact insurance company; act as liaison with the insurance company until claim filled out.
- Assist Building Manager as directed
- First aid, assist personnel
- Arrange for physical needs of Command Center
- Handle crisis communications such as media releases, notification to council leaders
- Answer the phone at Command Center
- Test computers; locate back-up software and data if necessary
- Arrange phone service
- Amateur radios/emergency communications
- Crisis response, employee notification
- Trauma counseling to employees and members.

Planning Ahead for a Possible Evacuation

- Draw evacuation map with fire and wheel chair accessible exits, evacuation areas and fire extinguisher clearly marked. Include map with evacuation plan.
- Emergency lighting is required in buildings two or more stories above ground floor or having 100 or more people above or below ground level exit, or if the building has 1,000 or more total occupants and recommended for most buildings.
- Routinely check or test:
 - Fire alarm
 - Portable fire extinguisher
 - Smoke detector
 - Manual pull stations
 - Automatic sprinkler system
- Have a plan in effect as to how disabled personnel can be moved considering elevator unavailability

Plan Ahead

(Check off as completed.)

- [] Review insurance policy – Does council have extra expense coverage and/or business interruption? Make sure you have access to insurance policies in the event of a disaster.
- [] Select Disaster Recovery Team
 - Assign critical duties.
 - All team members should have a copy of the DRP which they keep at home or in their car.
 - All team members should know where office copy is kept.
- [] Establish an employee notification system/phone chain.
- [] Establish crisis communication plan – Refer to Council Positive Publicity found at www.marketing.Scouting.org – Go to Resources/Guidebooks.
- [] Evaluate building contractors in your area and select two or three you would call if you plan to rebuild after a disaster or contract with builder now.
- [] Keep floor plan of building and specifications with DRP.
- [] If you do not plan to rebuild at current site, identify and describe alternative sites.

- [] Contract with clean-up/salvage company.
- [] Compile inventory list of computer hardware equipment, owned, leased or rented. Include name and address of vendor for each item - place in appendix of DRP.
- [] Compile inventory listing of software, owned or leased, and include names and addresses of vendors for each item - place in appendix of DRP.
- [] Make sure computer data are backed up weekly with back-up disk stored at secure off-site location.
- [] Identify vital records and make sure they are protected as much as possible; record their location for easy retrieval and place in appendix of DRP.
- [] Prioritize list of what should be taken from building if evacuation is necessary.
- [] Place first aid kits in several strategic areas.
- [] Several employees should be CPR trained.
- [] Decide on off-site alternate facility for recovery headquarters/command center.
- [] Make arrangements for use of the facility in the event council office not accessible.
- [...] Put copy of agreement or contract with DRP.
- [...] Identify cellular telephones on hand or available with phone numbers; identify location and availability of a ham radio.
- [...] Arrange for emergency lighting.
- [...] Identify equipment and supplies needed for recovery headquarters.
- [...] Have clean-up equipment and supplies in a designated area.
- [...] Map showing location of fire rated exits, fire hydrants, needed equipment, vital records and pre-arranged off-site facility - place in appendix of DRP.
- [...] Pre-loss photographic record of facilities - inside and out - include major equipment - place in waterproof/fireproof location, possibly off-site.
- [...] Complete hazardous materials evaluation and list names and locations of any hazardous materials - put list in appendix of DRP.
- [...] Arrange for payment of payroll.

(Inventory lists and other data collection lists should be included with the DRP)

Section 8

Appendix

Floor Plans and Maps

*Inventory Lists – Scout Shop inventory backed up on server off site,
Other with Insurance Company*

Contracts –NA

*MSDA Landlord manages cleaning supplies and the rest of the building,
others in Notebook in accounting office*

WESTERN MASSACHUSETTS COUNCIL, BSA
EXECUTIVE BOARD
2015-2016

Executive Committee (Officers)

NAME/POSITION	BUSINESS/HOME ADDRESS	E-MAIL/TELEPHONE
<u>PRESEDENT</u> Jeffrey Glaze	H: 306 College Highway Southampton, MA 01073 B: EpiCenter, President 1 Arch Road, Suite 2 Westfield, MA 01085	jglaze@epi-ctr.com B: (413) 568-1360 x211 M: (413) 695-2293 Fax: (413) 241-6106
<u>COUNCIL COMMISSIONER</u> Sam Everett	H: 9 E. Colonial Rd Wilbraham, MA 01095 B: OMG, Marketing Director	severett@olyfast.com B: (413) 426-6689
<u>TREASURER</u> Robert M. Dwyer	B: AAA Pioneer Valley, Exec VP & CFO 150 Capital Dr. West Springfield, MA 01089	bdwyer@aaapv.com B: (413) 205-2204 Fax: (413) 205-2210
<u>CLERK/SCOUT EXECUTIVE/CEO</u> David Kruse	B: Western Mass. Council 1 Arch Rd, Suite 5 Westfield, MA 01085	david.kruse@scouting.org B: (413) 594-9196 Fax: (413) 562-1041
<u>V.P. FUND DEVELOPMENT</u> Benjamin Coyle, Esq.	B: Bacon Wilson, Attorney 33 State St. Springfield, MA	BMC@BaconWilson.com B: (413) 781-0560
<u>V.P. FINANCE</u> Michael DuBois	H: 76 Clearbrook Dr. Springfield, MA 01118-1905 B: MassMutual, 2 nd VP & Actuary 1295 State St. Springfield, MA 01001	mdubois@alum.rpi.edu B: (413) 744-1100 H: (413) 782-8121
<u>V.P. COMMUNICATIONS</u> Neil Daboul	B: Captain Noble Energy H: 1448 West Princess Anne Road Norfolk, Virginia 23507	Neil@weatherdeck.com M: (413) 875-5015
<u>V.P. MEMBERSHIP</u> Cheryl Izyk	H: 135 River St. Palmer, MA 01069	cdizyk@comcast.net H: (413) 283-5771 M: (413) 552-9148
<u>V.P. DISTRICT OPERATIONS</u> Stephen McGovern	B: H: 7 Powers Drive Wilbraham, MA 01095	M: (978) 478-7313 H: (413) 279-1370
<u>V.P. PROGRAM</u> John Willemain	H: 50 Ely Road Monson, MA 01057 B: Western New England University, Professional Educator	johnwillemain@comcast.net B: (413) 796-2211 H: (413) 283-4363
<u>E.C. MEMBER AT LARGE</u> Luke Kettles	H: 18 Magnolia Drive Suffield, CT 06078 B: Hampden Bank, Sr. V.P. 19 Harrison Ave. Springfield, MA 01102	lkettles@hampdenbank.com B: (413) 452-5142 Fax: (413) 452-5149
<u>VP ADMINISTRATION/ IMMEDIATE PAST PRESIDENT</u> Joe P. Case	H: 24 Woodlot Rd. Amherst, MA 01002	jpcase@amherst.edu H: (413) 256-6274 M: (413) 530-1563

Executive Board Members

NAME/POSITION	BUSINESS/HOME ADDRESS	E-MAIL/TELEPHONE
David Baker	H: 196 Loomis St Southwick, MA 01077 B: WNE College of Pharmacy 1215 Wilbraham Rd. Springfield, MA 01119	dmbaker@wne.edu B: (413) 796-2412
Olen Bielski	B: VP Sales & Marketing, Berkshire Product Group H: 248 Springfield St. Chicopee, MA 01013	sportsman9165@yahoo.com M: (508) 320-3824
Michelle Booth	B: Deputy Executive Director, Springfield Housing Authority	mbooth@shamass.org
Michael Brennan	H: 162 Otis Stage Rd. Blandford, MA 01008 B: Retired CFO & Treasurer, Peoples Bank	brennanfam2@me.com H: (413) 848-2161
Tracy E. Carman	H: 541 Laurel St Longmeadow, MA 01106 B: Carman Associates, President PO Box 61223 Longmeadow, MA 01116	tracycarman@gmail.com B: (413) 567-1000 Fax: (413) 567-8500
Christopher Casale	B: Chicopee Savings, Investment Advisor Rep. 599 Memorial Dr Chicopee MA, 01020	Christopher.Casale@lpl.com B: (413) 598-3248 M: (413) 505-9302
Stephen Davis	B: Ventry Industries, LLC, President PO Box 15709 Springfield, MA 01115	sdavis@ventryllc.com B: (413) 734-1476
Jerry Franklin	H: 45 Pine Grove Circle East Longmeadow, MA 01028 B: Bennett Franklin Real Estate Services 200 N. Main St., Ste. 203 East Longmeadow, MA 01028	jcfranklin@bennettfranklin.com B: (413) 526-0800
Denis Gagnon – Past President	H: PO Box 365 East Longmeadow, MA 01028 B: Excel Dryer, Inc., President 357 Chestnut St., PO Box 365 East Longmeadow, MA 01028	dgagnon@exceldryer.com B: (413) 525-4531 Fax: (413) 525-2853
Jon Giracca	H: 16 Marcella Ave Pittsfield, MA 01201 B: Commonwealth of Mass District Attorney's Office	Jonathan.p.giracca@state.ma.us M: (413) 822-7426
Ronald E. Harrell	H: 335 Saint James Ave Springfield, MA 01109 B: Harrell Funeral Home, President 355 St. James Avenue Springfield, MA 01109-3848	harrellfh@aol.com B: (413) 737-0641
Mark Wojtkowiak – AT District Chair	H: 20 Boys Club Rd. Pittsfield, MA 01201	mwojo@nycap.rr.com M: (413) 446-9002
Steve Kenniston	B: Senior VP EDG 49 Garfield St. Holyoke, MA	skenniston@theedg.net M: (413) 214-4631
Robert W. Kidd, Esq.	H: 14 Birch Hill Road Blandford, MA 01008 B: Law Office	kiddrw@verizon.net B: (413) 739-3950

	698 Westfield St. West Springfield, MA 01089	
Vicki Kornacki – GK District Chair	P.O. Box 844 Blandford, MA 01008	Vicki.kornacki@gmail.com M: (413) 386-4573
Joshua Laprade – Pocumtuc Lodge Chief	Youth representative	Laprade987@gmail.com
Jay LaTorre	B: Verizon Wireless H: 122 Forest Hills Road Springfield, MA 01128	Juan.f.latorre@gmail.com M: (413) 219-8305 Jay.Latorre@VerizonWireless.com
Bob Regan – MT District Chair	11 Carol Ann Dr. South Hadley, MA 01075	Rmregan2@yahoo.com M: (413) 330-8769
Mike Sacenti	B: Hospitality Investment Management H: PO Box 833 East Longmeadow, MA 01028	msacenti.him@gmail.com M: (413) 519-9265
Jeffrey S. Sattler	H: 21 Magnolia Ter South Hadley, MA 01075 B: Nuvo Bank & Trust, President 1500 Main St. PO Box 15209 Springfield, MA 01115-5209	jsattler@nuvobank.com B: (413) 787-2702
Steven J. Schwartz, Esq.	B: Shatz, Schwartz & Fentin, P.C. 1441 Main Street Springfield, MA 01103	sschwartz@ssfpc.com B: (413) 737-1131
Dr. R. Scott Smith, DMD	H: 216 Overbrook Rd Longmeadow, MA 01106 B: Orthodontist 275 Bicentennial Highway Springfield, MA 01118	ssmithdmd@comcast.net B: (413) 783-1111 Fax: (413) 796-1189
Bud Sumner	H: 813 Williams ST Longmeadow, MA 01106 B: Sumner & Toner, Partner 813 Williams St. Longmeadow, MA 01106	bsumner@sumnertoner.com B: (413) 567-6161
David Tellier	H: 34 San Souci Dr South Hadley, MA 01075 B: Tellier's Auto Body. Pres. 386 Meadow. St. Chicopee, MA 01013	dpt@comcast.net B: (413) 533-8585
Robert Walz	H: 35 Barton Ave Belchertown, MA 01007	rewalz57@gmail.com M: (413) 858-5700
Ryan Wood	B:	ryanwoodmail@gmail.com M: (413) 364-3278

LEGAL COUNSEL

Mike Simolo, Esq.	B: Robinson Donovan	msimolo@robinson-donovan.com B: (413) 732-2301
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Phone Extentions Listing

5/9/2016

Name	Extension	Phone #	Cell	Location
Alicia Garcia	7031	594-9196	413-355-6289	Westfield
Bev Pond	7036	594-9196	413-214-2277	Westfield
Bob D'Avignon	7034	594-9196	518-727-3698	Westfield
David Kruse	7002	594-9196	636-288-5557	Westfield
Gail Wojtkowiak	7018	594-9196	413-446-4559	Pittsfield
Jason Boyer			413-887-1067	Russell
John Knowles	7014	594-9196	401-644-8108	Westfield
Lesley Birk	7033	594-9196	518-451-6868	Westfield
Mike Brennan	7001	594-9196	413-454-3329	Westfield
Pittsfield Counter	7012	594-9196		Pittsfield
Ruthann Eagen	7032	594-9196	516-567-4049	Westfield
Steve Roberts	7004	594-9196	413-531-6720	Westfield
Tim Vogel			413-210-4905	Chesterfield
Westfield Store	7005	594-9196		Westfield
Trading Post Staff				
Cara Schneider	7005	594-9196	413-887-8045	Westfield
Corenn Boyer	7005	594-9196	413-887-9224	Westfield
Joshua Morse	7012	594-9196	413-212-8626	Westfield
Julia Mawson	7005	594-9196	413-687-2601	Pittsfield
Robert Regan	7005	594-9196	413-330-8769	Pittsfield
Vicki Kornacki	7012	594-9196	413-386-4573	Westfield
CAMPS				
CSR		413-296-4248		Chesterfield
Moses		413-568-0211		Russell
FAX				
Westfield		413-562-1041		
Pittsfield		413-236-0902		
BSA				
Support		855-707-2644		Texas
Benefits		800-444-4416		Texas
HR		972-580-2031		Texas
Copier Service				
HL Dempsy		413-736-8742		ID# 8866
Postage Meter				
Pitney Bowes		800-243-7800		
Computer Tech				
Mike Giovaninni		413-786-9675	413-636-5189	

ACT/NO.	DATE	BY	APP	DESCRIPTION

GLAZE OFFICE COMPLEX
1 ARCH ST.
WESTFIELD, MA
FLOOR PLAN
B.S.A. SPACE

SIEGFRIED PORTH ARCHITECT
116 Pleasant Street
Suite 304
Easthampton, MA 01027
Phone: 1-413-229-9434
Fax: 1-413-229-9434

SCALE: 1/4" = 1'-0"
DRAWN BY: SP
CHECK DATE: 05/07/11
DATE PLOTTED: 05/07/11

DRAWING NO.
A-2

