



Lasting Change, Inc.

4150 Illinois Road

Fort Wayne, IN 46804

Emergency Response Plan

Preparing for the Unexpected

Emergencies and disasters can occur without warning and create a severe risk to our community. Given the wide range of services provided, facility locations, and possible unplanned emergencies/ disasters, this ERP will not attempt to create reactions to every imagined incident. This plan establishes an immediate response to how an incident will be approached and communicated and will identify the resources needed to execute.

Our Service Community

Lasting Change, Inc provides management services by contract to Lifeline Youth and Family Services, Inc., Crosswinds, Inc., LC Residential, Inc., and its subsidiaries. In Lasting Change's capacity to provide management services, Lasting Change is responsible for complete emergency response services. This ERP serves as Lasting Change's documented commitment to the managed companies to provide the emergency response services attached herein.

ERP Objectives

The overall objective of this ERP is to ensure effective management of emergency resources involved in preparing for and responding to the interruption of business operations resulting from emergencies, disasters, and other unplanned events. The priorities of the incident leader are:

Protect staff, guests, and customers minimizing loss of life and injuries:

- Notify employees to avoid at-risk/damaged facilities
- Establish fire and tornado protocols for each facility
- Post evacuation plans for each facility

Protect property and minimize additional damage or loss:

- Assess damage
- Secure buildings and equipment when possible
- Mobilize third party contractors

Maintain or restore operations:

- Communications and data management files and software are protected and available within hours of a shutdown
- Assess damage and project the time needed to return to normal operations o Initiate measured response

Critical Personnel

In the event of an emergency or disaster, a chain of command must be established. The first employee to become aware of an incident should contact the senior leader over their division. Notification will then be directed to the highest-ranking officer available based on the following rankings as necessary who will serve as the Incident commander:

1st – Chief Operating Officer

2nd – Executive VP Lifeline/Crosswinds

3rd – Executive VP Lifeline

4th – Chief Financial Officer

5th – Chief Development Officer

6th – Chief Innovations Officer

The officer serving as Incident Commander will determine what essential personnel requires activation and provide further instructions on the action plan, meeting time, and location.

The following leadership positions are considered essential personnel:

Executive Leadership

- Chief Executive Officer
- Chief Operating Officer
- Chief Financial Officer
- Chief Human Resource Officer
- Chief Marketing and Communications Officer
- Chief Innovations Officer
- Chief Growth Officer
- Executive VP – Lifeline Youth and Family Services
- Executive VP – Crosswinds
- Director of Faith and Culture and Faith

Essential Personnel

- VP of Homebased Services
- VP of Residential Services,
- Director of Information Technology
- Director of Finance
- Director of Human Resources
- Executive Assistant to the CEO
- Facility Maintenance Supervisor

Two groups exist to speed up email communications. The IT Department maintains these lists and makes corrections as necessary.

erpleadership@lastingchangeinc.org (Executive Leadership)

erpeessential@lastingchangeinc.org (Essential Personnel)

Program and Site Specific Plans

Lasting Change has prepared Emergency Response Plans for the individual divisions of Lifeline Youth and Family Services, Inc., Crosswinds, Inc., and LC Residential Inc. as necessary. These plans were developed to provide maximum protection of, and continued service provision to the clients served. Should an incident occur that impacts one of these divisions, the individual plan will be followed.

Plans exist for the following division:

Lifeline Youth and Family Services, Inc.

- Home Based Services
- Project Incentive

Crosswinds, Inc.

- Caribbean Mountain Academy (CMA)

LC Residential, Inc.

- Pierceton Woods Academy (PWA)
- Spencer Home

Onsite Incident Management

Overall management and coordination of incident operations should involve:

- Coordinating or maintaining liaison with appropriate federal, state, and other local governmental agencies and appropriate private sector organizations.
- Requesting and allocating resources and related support – insurance.
- Activating and using communications systems.
- Preparing and disseminating emergency information to the public.
- Managing the movement of persons in the event an evacuation is ordered.
- Collecting, evaluating, and disseminating damage information and other essential data.
- Restoring essential services.

Communications

This ERP and the notification protocols will be accessible on Google Drive in the Executive Team Minutes and Other Items folder.

The phone systems for the Lasting Change corporate office, Pierceton Woods Academy and Spencer Home campuses are linked – a failure at the corporate office will cause a failure at PWA.

Five critical incoming numbers have been identified and will be forwarded to standby cell phones.

- Lifeline Home Based Services to Phone #1
- Crosswinds Administration to Phone #1
- Project Incentive to Phone #1
- PWA to Phone #2
- Spencer Home to phone #2

The Incident Commander will determine what employees are assigned the cell phones.

After the incident has been evaluated, the Incident Commander will determine if additional phone lines should be forwarded to staff in critical positions. If it is determined that the incident is severe and expected to last for an extended period, the Incident Commander may have all lines forwarded.

Any difficulties experienced with the phone forwarding procedure should be reported immediately to the IT Department:

- Primary Contact: Rodney Lemish, 260-999-7221 rodney.lemish@lastingchangeinc.org
- Backup Contact: Kevin Hoelle, 260-676-0027 kevin.hoelle@lastingchangeinc.org

Additional assistance may be available from All-Star Communication's service department.

- Phone: 260-969-4600 (Support Pin Number: 1800)
- Email: HelpDesk@teamallstar.com

Once the building is safe for occupancy, the phone system will return to normal operations.

The Incident Commander is responsible for activating the Employee Notification Protocol:

- Determine what essential personnel are required and begin notification as to the time and location of the meeting.
- Determines the information shared and authorizes essential personnel to initiate their staff notification protocols.
- Provides or delegates follow-up communications designed to share critical information to keep employees informed of the status of the incident as needed.

First Response Resources

Identify the alternate site for the initial meeting of essential personnel.

- The Chapel – 2505 W Hamilton Road Fort Wayne, IN 46814 260-625-6200
- Lifeline Region 4 Office – 1502 Magnavox Way Fort Wayne, IN 46804
- Crosswinds Fort Wayne Office – 8211 W Jefferson Blvd, Fort Wayne, IN 46804
- Pierceton Woods Academy – 27 Pequinot Drive Pierceton, IN 46562

Depending on the nature and extent of the emergency, identify alternate locations for temporarily restoring operations. Possible sites include:

- The Chapel – 2505 W Hamilton Road Fort Wayne, IN 46814 260-625-6200
- Lifeline Region 4 Office – 1502 Magnavox Way Fort Wayne, IN 46804
- Crosswinds Fort Wayne Office – 8211 W Jefferson Blvd, Fort Wayne, IN 46804
- Pierceton Woods Academy – 27 Pequinot Drive Pierceton, IN 46562

Alert insurance agency.

- USI Insurance –
9910 Dupont Circle Dr. E, Ste 120, Fort Wayne, IN 46825
CJ Mills, Senior Vice President, Property & Casualty Advisor
cj.mills@usi.com
o: 260.435.4134 c: 260.999.7913

Onsite Incident Management

Overall management and coordination of incident operations should involve:

- Coordinating or maintaining liaison with appropriate federal, state, and other local governmental agencies and appropriate private sector organizations.
- Requesting and allocating resources and related support – insurance.
- Activating and using communications systems.
- Preparing and disseminating emergency information to the public.
- Managing the movement of persons in the event an evacuation is ordered.

Incident Leadership Notification Structure

The highest-ranking executive officer available will occupy the Incident Commander role. If the situation dictates a lower-ranking leader assumes command, they will contact a higher ranking officer as soon as possible and transfer authority when and if appropriate. The Incident Commander must contact the other officers (or backup) to initiate the essential personnel notification protocol.

Calls >	Calls >	Calls >		
Tim O Smith Chief Operating Officer tim.o.smith@lastingchangeinc.org 260-615-5551	Kevin Hedrick EVP Lifeline & Crosswinds kevin.hedrick@lastingchangeinc.org 574-400-2194	Liz Day VP Home Based Services liz.day@lifelineyouth.org 668-5499	Jake Fawley Jeremiah Brown Max Hoccstetler	Senior Leader Essential Personnel
		Abe Hepler VP Residential Services abraham.hepler@piercetowoods.org 574-265-4474	Dave Petko Rick DeBoest Joe Gough Cassie Bosselman Heidi Orr Grant Anderson Tim Gilleand Hanna Tidwell Janet Beemer Chelsea Denton Kate Miller John Pierce Benjamin Sede	Secondary Personnel
		Rachel Bowers		
		Melissa McWilliams		
		Colleen Terrell		
		Andrew Stroup		
		David Walker Debra Johnson	N/A Deb Leatherman	
		Deb Durkes	Staff as needed	
		Cherie Ditto	Staff as needed	
		Cami VanderHart		
		Staff as Needed		
		Jeanie Creekmur		
		Melinda McDonald		
		Trey Villagomez		
		Sara Price		
	Tim Smith Chief Innovation Officer & General Counsel tim.smith@lastingchangeinc.org 260-750-1035	Bernice Bush	Staff as Needed	
	Nancy Steigmeyer Chief Human Resource Officer nancy.steigmeyer@lastingchangeinc.org 260-490-8219	N/A		
	Curtis Smith Chief Marketing & Communications Officer curtis.smith@lastingchangeinc.org 260-413-3502	Staff as Needed		
	Gordon Haines Director of Culture & Faith gordon.haines@lastingchangeinc.org 260-413-6114	Kevin Hoelle	Staff as Needed	
	Mark Bowell Chief Growth Officer mark.bowell@lastingchangeinc.org 317-840-8111	Lauren Springer Michele Rice		
	Tondra Call Director of Financial Reporting tondra.call@lastingchangeinc.org 260-417-5999	Mike Rethlake Director of Facilities Maintenance mike.rethlake@piercetowoods.org 260-609-3442	Staff as needed	
	Rodney Lemish Director of IT rodney.lemish@lastingchangeinc.org 260-702-3741	N/A		
	Tanya Karrick Senior Executive Assistant & Office Manager tanya.karrick@lastingchangeinc.org 260-760-7230			
	Mark Terrell Chief Executive Officer mark.terrell@lastingchangeinc.org 260-438-8482			