

Agency-wide Procedures on Office Closings

Procedures Number: DOR-1080-017C

Emergency Management Policy

Effective Date: 02/22/2011

Purpose

Revenue's Agency-wide Procedures on Office Closings are designed to establish the authority, consultations, and communications that will take place in response to an emergency event that affects Revenue employees, facilities, or operations. These procedures are designed to be flexible enough to respond to a variety of potential emergency events. The scale of an actual disaster or emergency event will impact the types of actions, roles, responsibilities, and communications that Revenue undertakes. The safety of our employees and the public will prevail in determining whether to close or reopen a Revenue office.

Procedures

A. Conditions Warranting Office Closure

While it is not possible to list all potential emergency situations, a Revenue office may be closed when any of the following situations occur:

- The county where the office is located is under a Hurricane Warning issued by the National Weather Service.
- The county where the office is located is under a Winter Storm Warning issued by the National Weather Service.
- The county where the office is located is under a Blizzard Warning issued by the National Weather Service.
- The office is located in an area that is under a Flood Warning issued by the National Weather Service.
- An evacuation (voluntary or mandatory) is ordered by local emergency management officials for the area where the office is located.
- The landlord or building manager orders the closing of the facility where a Revenue office is located.
- If the office is located within a facility co-located with another government agency(s) and it is confirmed that the other government agency(s) has closed or will be closing its offices in response to an emergency that also affects Revenue offices within the facility.
- If it is verified that other Florida agencies with offices located within the county have closed or will be closing in response to an emergency that also affects Revenue offices within the county.
- Local law enforcement or other emergency responders order or recommend a facility be evacuated for more than two hours.

B. Authority

The executive director may close Revenue offices and authorize use of administrative leave for employees affected by an emergency per [Rule 60L-34.0071](#), Florida Administrative Code, or as delegated by Executive Order of the Governor. This authority may be delegated to Revenue's:

- deputy executive director.
- chief of staff.
- workforce management resource administrator.
- other Revenue managers as defined below.

C. Roles and Responsibilities

Program directors and regional managers are delegated authority to make the decision to close an office within their program when there is a threat to the safety of employees or customers.

In the event of immediate danger to employees or customers when pre-approval is not practicable or feasible, service center managers have the authority to temporarily close (evacuate) a facility and, if warranted, relocate staff to an appropriate state facility, emergency shelter, or other safe location.

The emergency coordinating officer is responsible for:

- Intake and assessment of emergency incidents affecting Revenue facilities or employees.
- Notifying Facilities Management staff when a facility is closed.

The alternate emergency coordinating officer will assist in emergency coordinating activities and, in the absence of the emergency coordinating officer, will assume emergency coordinating responsibilities.

D. Office Closing Communications

During a disaster or other emergency, it is important for employees and supervisors to maintain communication to enable the office to continue to operate, or to resume operation as soon as possible. To account for the safety of all employees and to evaluate the status of the office to resume operations, employees and supervisors have the following responsibilities:

Employees

- Communicate concerns or information to their supervisor or service center manager or, if not available, to the next level of management.
- Employees should contact the emergency coordinating officer directly, only when no other manager is available.
- Employees may call the Revenue Emergency Information Line (**888-367-8595**) to get up-to-date information on office closings.

- Employees should access the Revenue's emergency and disaster website located at <http://dor.myflorida.com/dor/disasters>.

Supervisors

- Confirm contact with each of their direct reporting employees after-hours or in the event of an emergency and potential office closure, to ensure all employees are accounted for and are informed of the most current, accurate office closure status.

The decision to close an office requires approval by those individuals who are delegated the authority to do so. Communication between those managers and directors must be accurate, quick, and orderly. To facilitate this communication, notifications must be made by telephone or other immediate communication method whenever possible, including during non-work hours. Managers and directors have the following responsibilities:

Service Center Managers

- In the event of immediate danger to employees or customers when pre-approval is not practicable or feasible, service center managers who temporarily close (evacuate) a facility must notify the regional manager and emergency coordinating officer of the situation as soon as possible using the most immediate method of communication available.
- Communicate local concerns or information to their regional or process manager, if available.
- If the regional or process manager is not available, the service center manager/safety and security liaison may communicate with the emergency coordinating officer or the program director's office.

Safety Monitors and Safety Monitor Back-up

- If the service center manager is unavailable, the safety monitor may communicate with the emergency coordinating officer, the program director's office or to affected staff, as appropriate.
- If the service center manager and safety monitor are unavailable, the safety monitor back-up may communicate with the emergency coordinating officer, the program director's office or to affected staff, as appropriate.

Regional Managers / Program Directors

- Communicate issues or concerns affecting their facilities and local information relative to the decision making process to the emergency coordinating officer.
- When they do not have authority to close an office, regional managers communicate recommendations on office closings to their program director and the emergency coordinating officer.
- A regional manager must consult with his or her program director before making a final decision to close an office, unless there is a threat of immediate danger.

- Before making an office closing decision, a regional manager must communicate with the regional manager(s) of other Revenue operating programs who have offices in the same county to ensure a coordinated response for all Revenue employees in the area of the disaster or emergency, unless there is a threat of immediate danger.
- When a decision is made to close a Revenue office by a regional manager, the regional manager must immediately notify the program director, who must immediately notify the executive director, deputy executive director, or chief of staff.
- The regional manager must notify the emergency coordinating officer or alternate emergency coordinating officer and his or her program director as soon as possible when a decision is made to close an office.
- If the program director authorizes a Revenue office closing without input from the regional manager, the program director must immediately notify the executive director, deputy executive director, or chief of staff and must notify Revenue's emergency coordinating officer or alternate emergency coordinating officer as soon as possible when a decision is made to close an office.
- Regional managers are responsible for communicating any other emergency condition affecting employees or facilities within their region to the emergency coordinating officer or alternate emergency coordinating officer and their program director.
- After a decision is made, the program director or regional manager must communicate the decision to the service center manager or safety monitor or safety monitor backup, as appropriate, to initiate communication to affected staff.

Emergency Coordinating Officer

- The emergency coordinating officer will provide service center managers, regional managers, and program directors with the after-hours telephone numbers for the emergency coordinating officer and the alternate emergency coordinating officer.
- Generally, the emergency coordinating officer will initially communicate decisions to the regional manager for service center locations through telephone contact.
- If the emergency coordinating officer is unable to contact the affected regional manager, the emergency coordinating officer will contact the service center manager, safety monitor, or backup safety monitor to ensure staff in the affected office is timely notified.
- The emergency coordinating officer will update Revenue's Emergency Information Line (**888-367-8595**) immediately after any decision is made to close an office, or to re-open a previously closed office.
- The emergency coordinating officer will ensure current information on the status of Revenue offices is communicated to appropriate staff to update Revenue's emergency and disaster website.

Definitions

Alternate Emergency Coordinating Officer – person designated by the executive director to assist the emergency coordinating officer and perform emergency management duties and responsibilities in the absence of the emergency coordinating officer.

Disaster – any natural, technological, or civil emergency that causes damage of sufficient severity and magnitude which results or may result 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 Coordinating Officer – 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.

Authority/References

[Sections 20.05](#) and [20.21](#), Florida Statutes.

[Rule 12-3.007, Florida Administrative Code.](#)

[Section 252.365](#), Florida Statutes.

[Rule 60L-34.0071\(3\)\(e\)](#), Florida Administrative Code.

Capital Circle Office Center Continuity of Operations Plan

[Emergency Management Policy](#)

[Office Closing 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 Article• Revenue's emergency and disaster website	March 17, 2011
Communication: All Supervisors	Supervisor News You Can Use Article	March 15, 2011

Key Agency Contact

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

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
1/20/2011	Added Office Closing Procedures