

Payne County Youth Services, Inc.

Final Project 2017

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Introduction

Payne County Youth Services was founded in 1972 to offer programs to families and youths in crisis. PCYS has developed from a modest but significant beginning of two professional and committed staff members to a widely-known and esteemed resources for families, youths and children in the Payne County area with a staff of 22 dedicated professionals.

PCYS is credited by the Commission on Accreditation of Rehabilitative Facilities (CARF), and is certified by the Oklahoma Department of Mental Health and Substance Abuse Services. PCYS is also a Member in Good Standing of the Oklahoma Association of Youth Services and Designated Youth Services Agency.

PCYS upholds active partnerships with education leaders in the Payne County area and with social services workers. They are the only organization in the area that offers assistances with no limitation to services grounded on the service recipient's incapability or refusal to pay for such assistances.

Program services include crisis intervention individual, family, and group counseling for psychological health and substance abuse problems. Intervention, prevention, and diversion services include anger management, the First Offender/Skills for Success program, parenting education for parents of adolescents, substance abuse group psychoeducational program, Youth WIA program, Victims of Crime (VOCA) counseling and advocacy services, Safe Place program, Community At-Risk (CARS) home-based counseling, outreach counseling provided in the public schools, and emergency sheltering for youth.

PCYS operates the only emergency youth shelter in Payne County. There is a significant need for PCYS because Payne County ranks in the top 20 counties in Oklahoma for child abuse and neglect confirmations.



Organizational Contacts

Janet Fultz: Executive Director

Wesley Horne: Finance Director Finance

Kimberly Simmons Coates: Shelter Director

Brad Epperson: Clinical Director

Angie Freeny: Prevention Programs Coordinator

Andrea Drain-Langston: Administrative Assistant

Nicole Sharp: Executive Assistant/Personnel

Laura Black: Youth and Family Counselor

Stephenie Connelly: Transitional Living Program Coordinator and Foster Care Specialist

Emily Hays: Foster Care Program Coordinator and TLP Case Manager



Third Party Contacts

Stillwater Area United Way

109 E. 9th Ave.

P.O. Box 308

Stillwater, Ok. 74076

Phone: 405-377-2161

Fax: 405-372-6122

Oklahoma Association of Youth Services

201 NE 50th Street

Oklahoma City, OK 73105

Phone: 405-528-4120

Fax: 405-528-4214

OK Department of Mental Health and Substance Abuse Services

2000 N. Classen Blvd. Suite E600

Oklahoma City, OK 73106

Local: (405) 522-3908

Fax: (405) 248-9321



Key Publics

Staff:

In the event of a crisis, Payne County Youth Services staff and employees will be notified via electronic mail, telephone call or face-to-face communication before a statement is made. Staff and employees will stay fully updated with information throughout the crisis.

Volunteers:

In the event of a crisis, Payne County Youth Services volunteers will be notified via electronic mail or telephone call. Volunteers will be given only information deemed pertinent by Executive Director Janet Fultz. Volunteers will not be allowed to speak on behalf of the organization or its clients.

Donors:

In the event of a crisis, Payne County Youth Services donors will be notified via electronic mail, telephone call or snail mail. The level of donor that they are will determine how they are contacted and informed of the situation.

Clients:

In the event of a crisis, Payne County Youth Services clients will be informed in the fastest fashion possible to guarantee their trust and safety. Clients will be informed of the crisis via electronic mail, telephone call, face-to-face communication or any other means possible. It is important to communicate with clients quickly and efficiently to assure them that PCYS is a safe environment.

Stillwater Community:

In the event of a crisis, Payne County Youth Services will notify the Stillwater community and surrounding communities with a media statement and further media coverage. Questions, concerns or general information regarding the crisis will be directed to the PCYS website or to (405) 377 - 3380.



Crisis Team

In the event of a crisis, Payne County Youth Services will have a designated spokesperson prepared to answer questions and distribute information. If this spokesperson is not available at the time of the crisis, there will be a backup spokesperson prepared to present, as well.

Lead Spokesperson: Janet Fultz

Executive Director

janetf@pcys.org

(405) 377 - 3380

Backup Spokesperson: Nicole Sharp

Executive Assistant / Personnel

nicoles@pcys.org

(405) 377 - 3380

In case of emergency call:

(405) 377 - 1452

Offers 24 hour assistance 365 days a year



Media Directory - Lorraine

Stillwater News Press

211 West 9th Avenue
Stillwater, OK 74074
(405) 372-5000
Monday- Friday 8 a.m.- 5 p.m.
Saturday- Sunday 8 a.m.- 10 a.m.

The O'Colly

106 Paul Miller Building
Oklahoma State University
Stillwater, OK 74078
(405) 744-6363
studentmedia@okstate.edu

KFOUR-TV

444 East Britton Road
Oklahoma City, OK 73114
Main Station: (405) 424-4444
NewsChannel 4 Hotline: (405) 478- 6397

News 9

7401 North Kelly
Oklahoma City, OK 73111
(405) 843-6641
Fax: (405) 841-9989

KOCO News 5

1300 East Britton Road
Oklahoma City, OK 73131
(405) 478-3000
newstips@koco.com
web@koco.com



Emergency Contact - Lorraine

Stillwater Police Department
701 South Lewis Street
Stillwater, OK 74074
(405) 372-4171

US Centers For Disease Control
1600 Clifton Road
Atlanta, GA 30333
(800) 232- 4636
Monday- Friday 8 a.m.- 5 p.m.
www.cdc.gov

Oklahoma State Department of Health
1000 Northeast 10th Street
Oklahoma City, OK 73117
(405) 271-5600
Monday- Friday 8 a.m.- 5 p.m.

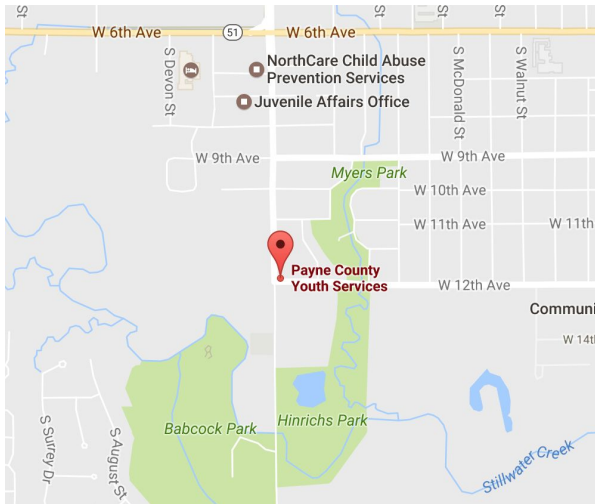
Payne County Health Department
1321 West 7th Avenue
Stillwater, OK
(405) 271-5600
Monday- Friday 8 a.m.- 5 p.m.

Stillwater Fire Department
1506 South Main Street
Stillwater, OK 74074
(406) 742-8308



Contacts Control Center - Lorraine

In the event of crisis, PCYS crisis team members will meet at Payne County Youth Services at 2224 West 12th Avenue in Stillwater.



If the first choice location is not available, all Crisis Team members will report to Stillwater Police



Department at 701 South Lewis Street in Stillwater.

Possible Crises

- Death of client in emergency shelter - Libby
- Suicide threat on social media - Libby
- Fire - Libby
- Tornado/Earthquake - Amanda
- Severe Weather - Amanda
- Gas Leak/Power Outage/Water Leak - Amanda
- Breach of confidentiality
 - Employees and volunteers who don't respect privacy policies will face disciplinary and, possibly legal action. We will investigate any breach of this policy. Any employee who intentionally breaches policies of confidentiality will be terminated. This policy is legally binding after termination of employment.
- Inappropriate Volunteer Behavior - Libby



FOR MORE INFORMATION - Arielle



Inappropriate Volunteer Behavior:

Likelihood: 2

Damaging: 6

Relevance to Organization:

Payne County Youth Services has a large number of volunteers who are susceptible to exhibiting inappropriate behaviors toward our clients. They interact closely with our clients and we want them to establish a good, yet professional relationship with them. This plan would be put into action assuming a situation of inappropriate volunteer behavior were to arise.

Steps to Resolve the Issue:

- Speak with client who believes a volunteer acted in an inappropriate way toward them.
- Provide any help or services the client might need after experiencing this behavior.
- Contact the volunteer to discuss what happened.
- Ask the volunteer to take a leave of absence in order to maintain the highest level of safety for our clients.
- Formulate a more detailed listing of volunteer expectations send it out to our current volunteers and give it to our new volunteers so they know what behaviors we deem appropriate and inappropriate.

List of Numbers to Call:

- Payne County Youth Services (405) 377-3380. This is the number to call when an incident first occurs.
- 911

Key Messages:

- “On the afternoon of March 16th, a volunteer was reported as acting inappropriately toward one of our clients while at Payne County Youth Services.”
- “This volunteer supposedly attempted to inappropriately touch this client.”
- “This volunteer has been asked to not return to Payne County Youth Services for an undetermined amount of time. “



Inappropriate Volunteer Behavior Contd.:

Likelihood: 2

Damaging: 6

Social Media Posts:

In order to protect both the client and volunteer's privacy we chose to not post about this incident on social media. We used the steps stated above to handle the issue and believe it does not need to be published



Death of a Client in Emergency Shelter:

Likelihood: 2

Damaging: 5

Relevance to Organization:

Payne County Youth Services makes sure all of our clients are aware of all emergency shelters in Payne County. We do this to ensure the safety of our clients at all times. These procedures will be put in place if a death of a client were to occur in one of these emergency shelters.

Steps to Resolve Issue:

- Call the police to report the incident and find out who the individual was.
- If the individual has any estranged family contact them to inform them of the death of a family member.
- Offer the family counseling services if they need it.
- Find out the location of this emergency shelter.
- Discuss what happened with the manager and law enforcement so everyone knows what exactly happened.
- Formulate a plan with the emergency shelter manager to repair any damages the storm might have caused.
- Take emergency shelter off the shelter list until the repairs have been made.

List of Phone Numbers to Call in Case of a Client Death in an Emergency Shelter:

- Payne County Sheriff's Office. (405) 372-4552
- Payne County Youth Services. (405) 377-3380

Key Messages:

- Last night, on April 25th, a series of tornadoes hit Stillwater.
- One of our clients was seeking shelter at Payne County Youth Center when a piece of large debris came through the window and struck our client on the head.
- At 11:05 p.m., PCYS received a phone call telling us that one of our clients had been found dead after the storms.
- The family and law enforcement has been notified and the family has been offered counseling services, free of charge.
- Payne County Sheriff's Office has agreed to work to ensure that Payne County Youth Center's shelter is properly repaired and restored.



- Payne County Youth Center has decided to stop offering the facility as an emergency shelter until the window has been repaired.

Death of Client in Emergency Shelter Contd.:

Likelihood: 2

Damaging: 5

Social Media Posts:

Payne County Youth Services Facebook Page

- "It is with heavy hearts that we inform you of the loss of one of our own last night, who took refuge in the Payne County Youth Center emergency shelter during the storms."
- "We are working closely with this emergency shelter to ensure this never happens again."

Payne County Youth Center Facebook Page

- "We want to offer our deepest condolences to the family of the deceased. We are doing everything in our power to ensure this never happens again."
- "Due to damages and the loss of a life from last night's storms we will be closed as an emergency shelter until we feel the damages have been properly prepared."





Fire:

Likelihood: 4

Damaging: 4

Relevance to Organization:

Our building is used daily by hundreds of people who come to us for help. A fire crisis plan is necessary to ensure the safety of everyone during evacuation if a fire were to occur.

Steps to Resolve Issue:

In case of a fire, the first person who is made aware of the fire must activate the fire alarm they are closest to and then proceed to follow these safety measures:

Small Fire:

- Check to see if anyone has been injured by this fire and move them to safety immediately.
- Find the closest fire extinguisher.
- Using the fire extinguisher, put out the fire before it can spread.
- Call the fire department as soon as possible.
- Check the facility again for any injuries.

Uncontainable Fire:

Ground Level

- The Shelter Director and Clinical Director will evacuate everyone as efficiently as possible the moment a fire has been noticed.
- If the front door is blocked, all volunteers, clients and staff need to go to the east exit.
- If that door is not usable, find the nearest window. Push window to open and have everyone exit through the window.
- Once out of the building, everyone will cross 12th street and meet up in the nursing home parking lot.
- The Shelter Director will make sure everyone is accounted for while the Clinical Director check for any injuries.
- If someone is missing the Shelter Director will immediately report this.

Second Floor

- Those evacuating will be directed to the back door.
- If this exit is unavailable, one of two staircases will be available to get to the west or north exit. If these doors are blocked, find the nearest window and push to open.
- Once everyone is out of the facility they will head to the nursing home parking lot across the street where a head-count will occur.

Fire Contd.:

Likelihood: 4

Damaging: 4

List of numbers to call in case a fire occurs in Payne County Youth Services:

- 911

Key Messages:

- “On [Date Here], a fire broke out in the kitchen on the east side of Payne County Youth Services. It was a small fire on the ground level due to a kitchen malfunction.”
- “All volunteers, clients and staff were efficiently evacuated from the scene.”
- “No one was injured from this fire and kitchen restorations to fix minor damages have begun.”

Social Media Posts:

- Facebook: “Small kitchen fire breaks out in Payne County Youth Services. We will keep you updated on any further information.”
- Facebook: “No one was harmed from this kitchen fire, we are thankful for everyone’s support and are glad our PCYS family is safe.”





Suicide Threat on Payne County Youth Services' Social Media:

Likelihood: 5

Damaging: 7

Relevance to Organization:

As an organization who works to help children in substance abuse and foster care situations we know there is a chance of suicide threats on social media from our clients. We work to maintain privacy on who can access our social media, but sometimes we cannot keep clients from figuring out how to access it. These steps will be put into place if a client were to post a suicide threat on our social media pages.

Steps to Resolve Issue:

- Immediately contact the individual who posted the threat to get them the treatment they need.
- Remove the post from your social media.
- Write an apology for the post and tell viewers that you are working to resolve this issue.
- Change social media passwords to ensure privacy from now on.
- Talk to client's friends to see how often, if at all, suicide threats have come from this individual.

List of numbers to call if a suicide threat is posted on PCYS' Facebook page:

- Payne County Youth Services. (405) 377-3380
- If you are experiencing suicidal thoughts please call 1 (800) 273- 8255

Key Messages:

- On Friday night, April 10th, a client of PCYS acquired access to our Facebook page and posted a suicide threat from our page.
- We promptly got in contact with this client to talk with them and get them the help they need.
- The post has been deleted and an apology message has been posted for the scare, informing our viewers that we are working to get the issue resolved.

Suicide Threat on Payne County Youth Services' Social Media Contd.:



Likelihood: 5

Damaging: 7

Social Media Posts

Payne County Youth Services Facebook Page:

In order to maintain privacy and professionalism we feel that it is best to not include the initial post in this plan.

- "We apologize for our previous post. We are looking into this situation and are taking care to make sure this does not happen again."
-



Weather:

Likelihood: 5

Damaging: 4

Relevance to Organization:

The Payne County Youth Services shelter has the possibility to house several people at one time. A precise severe weather crisis plan is needed to manage this crisis.

Steps to Resolve the Issue:

Severe weather can be flooding, thunderstorms, hail, or snowstorm. People residing in the shelter should follow these safety steps:

Flooding:

- Shelter employees and volunteers should be notified first.
- Employees and volunteers should try their best to keep residents calm.
- Everyone should evacuate the building if it is necessary.
- Call 911 if there are injuries or other complications.

Thunderstorms or Hail:

- Employees and volunteers should be notified first.
- Employees and volunteers should alert the residents of the shelter.
- PCYS staff be aware of the weather and know when the right time to take action is.
- If weather becomes severe, evacuate the building and go to the nearest storm shelter.
- Call 911 if any injuries or other complications.

Snow storm:

- PCYS staff should be aware of the storm and monitor the severity.
- Supplies should always be kept at the shelter in case of this crisis (extra food, ice scrapers, extra blankets, water).
- Staff should help residents stay calm.
- Staff should continue to monitor the weather and call 911 if there are any complications.

Key Messages

"Payne County Youth Services is currently evacuating the shelter because of the [insert severe weather]. We will update as soon as we can."

Severe
Contd.:



Payne County Youth Services, Inc.
www.pcys.org

Weather

Likelihood:5

Damaging:4

"Since the severe weather is threatening to our shelter, we are evacuating the building."

"The heavy thunderstorm with lightning has made the shelter without power. Due to this issue, we are evacuating to the nearest storm shelter. More details to come."

Social Media Posts

"Evacuating the shelter due to severe flooding. We will update any chance we get."

"The recent snow storm has created a safety hazard at the shelter. We are evacuating to the Stillwater Police Department at 701 South Lewis Street in Stillwater."





Tornado/Earthquake:

Likelihood: 3

Damaging: 4

Relevance to Organization:

Oklahoma is known for having horrific tornados and the occasional damaging earthquake. A crisis plan to manage both situations is the key to maintain the safety of PCYS.

Steps to Resolve the Issue:

Tornado

- Staff members should intensely monitor the weather and know when to take action.
- Residents of the shelter should be kept in the know about the storm.
- If town sirens go off, take proper action immediately.
- If sirens go off, staff and residents will go to the Stillwater Police Department at 701 South Lewis Street in Stillwater.
- Call 911 if there are any injuries.

Earthquake:

- Since earthquakes are not predictable, everyone should stay calm while it is occurring.
- If objects are falling off the walls and there is damage to the building, have everyone stay where they are and do not move.
- If there are any injuries, call 911 immediately.

Key Messages

"The tornado in the area has made it impossible for us to stay at the shelter. We are evacuating to the Stillwater Police Department at 701 South Lewis Street in Stillwater."

"The recent earthquake has damaged the ceiling of the PCYS shelter. We are in the process of repairing it, and due to this issue, the shelter will be closed for the next 2 days."

Social Media Posts

Twitter: "Damages to the shelter have created a 2 day closing of the shelter to repair the roof. Spread the word. Updates to follow."



Tornado/Earthquake Contd.:

Likelihood: 3

Damaging:4

Facebook: "We are monitoring the tornado very closely. If it gets severe, we will evacuate to the Stillwater Police Department at 701 South Lewis Street in Stillwater."



Gas



Leak/Water Leak/ Power Outage

Likelihood:6

Damaging:5

Relevance to Organization:

Since the shelter could house several people at one time, the safety of the residents is a major priority. Having a crisis plan to manage the situation will benefit everyone at PCYS.

Steps to Resolve the Issue:

Gas Leak

- All employees and residents at PCYS should be alerted about the leak the second it is found.
- All electronics should be turned off immediately and every power outlet unplugged.
- Open windows and doors to let fumes out.
- Staff members and residents need to evacuate the building as soon as possible.
- Call 911 or the police to alert them of the gas leak.

Water Leak

- Assess the situation and see how bad the leak is before alerting residents of the shelter.
- If the leak is in the area of the residents, take them to another part of the shelter until the leak is fixed.
- Call a plumber to fix the leak before it gets out of control.
- Clean up the water inside the shelter.

Power Outage

- The power company should be alerted immediately.
- The PCYS staff should alert all residents at the shelter and escort them out of the building.
- If it takes a long amount of time to fix the power, have everyone go the Stillwater Police Department at 701 South Lewis Street in Stillwater.

Key Messages

is sorry to say that the shelter is closed due to a water leak. We are hoping the problem gets resolved by tomorrow. Anyone in need of assistance can go to the Stillwater Police Department at 701 South Lewis Street in Stillwater.”



Gas Leak/Water Leak/Power Outage Contd.:

Likelihood: 6

Damage: 5

"Our building is out of power right now. We apologize for any inconvenience. If assistance is needed, call Janet Fultz at (405) 377 - 3380."

Social Media Posts

Facebook: "Due to a power outage, PCYS will be closed until it is back on. If emergency assistance is needed call (405) 377 - 3380. Updates coming soon."

Twitter: "Gas leak at the shelter. We are now at Stillwater Police Department at 701 South Lewis Street in Stillwater until the leak is fixed. Spread the word."



a. Business Letter - Kylie

b. What did you like best about this assignment? - Libby

c. What least? - Amanda

d. What are you proud of? - Lorraine

We concluded this assignment with recommendations that would benefit PCYS on the digital platform. They already have a great website and detailed quarterly newsletter. We are proud to help an organization that helps bettering the community and surrounding areas. We are proud to design a communication/ crisis plan for PCYS...

e. What do you wish you could do differently? - Ariell