



# Disaster Scenario Tabletop Simulation Facilitator Notes

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## Disaster Management Tabletop Simulation Agenda

Purpose and Ground Rules	9:30-9:40
Disaster Simulation	9:45-10:45
Break	10:45-10:55
Continue Disaster Simulation	10:55-12:00
Reflection	12:00-12:30



## Facilitator Files

### Powerpoint

- Use “PowerPoint Slides Scenario” to guide the situations.

### Attendee Checklist Excel File

- What happens to each attendee?
- What department are they in?
- What envelope should be assigned?

### People Affected List Excel File

- Employee
- Role at FLVS
- Time until they are functional

### Disaster Management Tabletop Simulation Participant Handouts

- Handouts you will give to each participant during the scenario
- Reflections worksheet

## Team Checklists

- These are provided for your reference. They should reflect your school’s disaster plan checklists.

## Staff Checklists

- These files inform the scenario participants when their employees return to work.
- Checklists\_staff contains a list of all staff members by department. These should be handed out to the heads of each team.

## Disaster Plan Call Tree

- Your organization will need a similar file with staff contact information, roles, and leadership succession information for the scenario.
- A full disaster plan is recommended before participants enter this scenario as they will not know the nature of the disaster.

## Facilitator Schedule

1. Everyone arrives – have donuts and coffee available.
2. Brief introduction/explanation of purpose.
  - a. How should they be divided? Definitely all team members have to sit next to each other.
  - b. Area should be available for all people who are out of commission without cell phone/telephone.
  - c. Explain ground rules – Suspend disbelief – try to act as if...
3. Begin with the first day that the storm shows up on the Radar.
  - a. Throw a list of people up on the board who are attending the conference.
  - b. Further, hand out individual cards showing flight times for each individual traveling to the conference along with their schedules for the conference.
4. Show the second day once those people are away at the conference.
  - a. Communication sent and ELC – handbook.
  - b. Website to students.
5. Show the third day and the storm hitting.
6. Hand the people who are gone cards showing possible travel arrangements they could make. Have them make those arrangements. Hurricanes – once the meteorologists get wind of hurricanes.
  - a. Have visual on the overhead showing all the travel issues that have now arisen.
7. Have the teams begin to implement the plan. They don't know how devastating things are in the beginning. However, the first day will last 30 minutes –
  - a. I will give an update at the end of day 1 with how many people have reported in and how many have reported being out of electricity, etc.
  - b. No airports in the area are open on the 9<sup>th</sup>.
  - c. Card with individual status – day before the hurricane.
    - i. Day on the hurricane – as status changes to unavailable.
    - ii. At some point we have to make the decision that the disaster management plan into effect.
8. Day 2 (10) – 80% will have reported in. I will give out a list of how many people have reported in and their status. Also status reports of technical issues begin to trickle in.
  - a. Cell phone coverage – Phone coverage – electricity – water.
  - b. Orlando airport partially reopened.
  - c. All airports north of Titusville closed on the 10<sup>th</sup>.
9. Day 3 (11) – 90% have reported in. I will give a list of how many and their status.
  - a. If it is 3 days then I will hand out a list of possible student issues/problems.
  - b. Technical issues (comps destroyed) continue to come in.
  - c. Orlando Airport completely reopened.
10. Day 4 (12) – 93% have reported in.
  - a. Student reports coming in from counties.
  - b. Tech issues.
  - c. 20% of Zone 2 come back this day.



- d. 80% of Zone 3 come back this day.
- 11. Day 5 (13) – 100% have reported in.
  - a. State contacts FLVS to help fill in with the disaster.
  - b. Student information becomes available.
  - c. Complaints
  - d. Office reopens- call volume – returned phone calls. 300 calls a week normally – 300 over weekend. More on Monday – high with complaints.
- 12. Day 6 (14) –
- 13. Day 7 (16) – 50% of schools in Tampa were closed for 1 week.
  - a. Tampa Airport reopens.
  - b. Downtown tampa finally open.
  - c. 70% of Zone 2 come back this day.
  - d. 20% of Zone 3 come back this day.
- 14. Day 14 – 50% of Zone 1 come back this day.
  - a. 10% of Zone 2 come back this day.
- 15. Day 21 – 25% of schools in Tampa reopen.
- 16. Day 28 – 15% of schools in Tampa reopen.
  - a. 50% of Zone 1 come back this day.
- 17. 2 months – last 10% of schools reopen.
- 18. Reflection period and takeaways.
- 19. Conclusion.

Personal Fitness – Summer school course – no sooner than 2 weeks before labor day – a lot of kids in a position that they need to finish up.

4 days and then complaints begin and then increase.



## Facilitator Script

### Beginning

Hello everyone. I believe I know many of you but for those of you I have yet to meet, my name is Melissa Kelly. I've worked with FLVS in a full time capacity in instruction, curriculum development, application development, and project management. I've also worked with the Training Team and am currently working with the Tech team in various capacities including this Disaster Management Tabletop Simulation.

### Slide: Purpose

I'd like to start today by looking at why we are doing this now and in this environment.

Read beginning then. Then go through each point:

- To find areas of concern in the current plan.
- To familiarize the leadership team and key individuals concerning the implementation of the plan
- As a preliminary to a more full-scale disaster simulation

I have to tell you that as I went through the planning for this simulation, I came to realizations. At first, I approached the simulation as a challenge and something fun – however, as time went by I realized that the state that we are prepared as individuals, families, or companies, for disasters shows our nimbleness, adaptability, and organization. How nimble, adaptable and organized are we? I know in my own life I realized that I was not organized enough to be nimble or adaptable to new situations. I've extended my planning deadlines based on this information. I hope that you all will find many takeaways after this simulation that similarly reflect on now nimble, adaptable, and organized FLVS is. We'll come back at the end to discuss this along with other takeaways that we all might have.

### Slide: Ground Rules

Now let's go over some ground rules:

(Go over each one in turn).

And this is the point where I want to interject my own personal disclaimer.

(Read disclaimer)

Any questions?

Alright let's jump right in... Please raise your hand or speak up if you need to stop me to do something listed in the plan. My role is to facilitate, not to tell you what to do. Although I am here to help you through the process. My goal is not to single anyone out – I'm here to help.



### Slide: The Situation

(Read)

(Flash – to first stop)

(Show probability chart for this day)

Okay let's look at what is occurring in FLVS on Tuesday, August 7<sup>th</sup>

(Slide of Tuesday August 7<sup>th</sup>)

(Flash)

(Probability Chart)

Let's move to Wednesday and see what is happening with the storm

(Slide for Wednesday, August 8)

(Flash)

(Probability Chart)

Notice on the probability chart that the top five targets currently are Key West, Bradenton, Ft. Myers, Port Charlotte, and Sarasota.

The news reporters have noted the similarity between the path of this hurricane and that of Hurricane Charley in 2004.

(Possibly Julie goes to Orange here)

### The next news update is on August 9<sup>th</sup> at 9 AM

(Powerpoint for 9AM on 9<sup>th</sup>)

(Flash)

(Probability Chart)

As you can see the most probable targets are now Bradenton, Ft. Myers, Port Charlotte, St. Petersburg, Sarasota, and Tampa although there is a chance that the storm could turn further Northward and head towards Fort Walton Beach. Again – still very similar to Charley.

(Possibly Julie goes to Orange here)

### By 11 AM, the hurricane has been upgraded to a Category 3.

(Powerpoint for 11AM on 9<sup>th</sup>)

(Flash)

(Probability Chart)

It appears from this chart that the most likely targets are now Bradenton, Ft. Myers, Port Charlotte, St. Pete, Sarasota, and Tampa.

(Possibly Julie goes to Red here – if not hand her a card. This should set in motion an email sent out and an update to the website.)

### At 5 PM there is another update:

(Powerpoint for 5PM on 9<sup>th</sup>)



(Flash)

(Probability Chart)

The category 4 hurricane looks like it is coming ashore at the St. Pete/Tampa Bay area within the next couple of hours.

(If they don't mention that there is a call at 5 then I will say: )

Since the DMP is in effect, this is the first of the 5PM calls for the Leadership Team. What types of things might you be discussing at this point since the storm has not actually hit....

(Landfall Powerpoint)

(Slides of Devastation)

### August 10<sup>th</sup>: The Day After

Obviously people across the state were seriously affected by the hurricane.

(Read information for the 10<sup>th</sup>)

I'm going to call each of your names – raise your hand when I call on you and we will see what your fate is.

For those of you who pull a card that shows you were affected by the hurricane then please enjoy some refreshments and do not return to your seats or become involved until your status has changed. The only exception to this would be phone calls on Day 1 with your teams. The only exception to this would be phone calls on Day 1 with your teams within limits of what the card says concerning phone/cell service.

(Go through list in alphabetical order – have boxes for each group to keep separate – have the first couple of people read out theirs)

(Hand out travel cards to Pam, Marty, and Brian – their names are not called until this point - can tell Pam that her home is fine.)

Read out the names of the unaffected and say:

(The good news is that you were unaffected by the hurricane. The bad news is that you won't be able to join those at the hurricane party tables.)

I've also handed out some travel arrangements to our three travelers – just to spice things up. Also – I wanted to let everyone know that the ELC servers are down which means no sharepoint, quickbooks, FIBIT, or records management. There is no estimate for when they will be back up. The ELC has been closed for the remainder of this week (Thursday and Friday). Plans are to reopen it on Monday.

At this time, I'd like to turn this over to you all for a period of time and have each person let me know what they would be doing on the morning of the 10<sup>th</sup>.

(Reminder note to Holly if necessary)

(Everyone should be calling in/following plan)



It is now noon and each team will be given a list of all the people who have called in at this time along with an overall checklist for your convenience. HR will get a checklist of all personnel and HR and Exec will get critical position checklists.

(Hand out names to each group – let them spend some time transferring information)

Then say:

What actions would you be taking at this point?

Update your lists with the newest call in information as of 4 PM. Also at this time we are beginning to receive reports of computer damage and issues from staff.

(Hand out update for tech)

Leadership team. There is a meeting at 5PM. Please come with your lists concerning staff and critical roles and systems along with information about other external required DM Plans: (Information about each system is available when asked for it from me)

Now that we've finished the first day, I wanted to hand out a checklist to each team that I've created from the DMP that will probably help you as we continue through the simulation

(Hand out checklists – Julie gets one of each)

### Here is an update for the 11<sup>th</sup>

(read update)

At this time, Brian and Marty are able to return home.

(Give the report tech pulled for the instructional team concerning the counties and students affected per course – during the 9AM call – they can do with as they wish.)

At 9AM key members from each team should be meeting to discuss team issues. Let's take a couple of minutes for that.

Now we are at the 10AM leadership call.

(A few minutes for them to talk – ask for updates)

Here is a list of all the people who have called in before the 4PM team meeting:

(Hand out lists of call ins for the 11<sup>th</sup>)

(hand out list to tech with computer issues and help tickets)

4PM Team meeting occurs

5PM Leadership meeting occurs



### Here is an update for the 12<sup>th</sup>

(Read update)

You have a 9AM call with your team

You have a 10AM Call with leadership

(Time for each of these)

As you will notice, the nature of this simulation is becoming somewhat repetitive. Hopefully, this would be the case in a real disaster to show the plan is working and to help bring some consistency for the school.

Here is your list at 4PM with the latest call in's.

(Hand out lists of call in's, computer issues)

(Read out help tickets concerning VSA and Lotus)

Let's have our 4PM Team Meetings

Let's have our 5PM Leadership meeting

### Here is an update for the 13<sup>th</sup>

(Read update)

Today the office reopens and many people in the Orlando area are able to return to work.

(hand out cards to the people there and papers for people who've returned).

Please note, that even though the ELC is open, the OCPS server is still down though they believe it will be working tomorrow.

(Hand Julie card concerning working from home if she doesn't say anything about it.)

9AM Meeting

10 AM Meeting

Here is a tally for the day from the Care Bears concerning call volume and issues:

- (If all critical roles not filled at this point (Guidance and IL's) then more complaints than normal.)
- (Also, if all (100%) the care bear roles are not filled by others than call volume update is correct and the State DOE call will have been missed.)
- (If VSA issue has not been addressed then complaints will increase about that.)
- (If teachers are still seriously missing in some areas then complaints will be issued for that.)

Here is a list of call in's for each team

(Hand out call in's)

4PM Team Meetings

5PM Leadership meeting

### Here is an update for the 14<sup>th</sup>

The situation has remained basically the same as that of the 13<sup>th</sup>.

Instructional team, please be prepared to update the leadership team with your current course stress points at the 5PM Meeting

9AM Team Meeting

10AM Leadership Meeting

Here is a call volume/complaint update for the day:



(Read from that list – same bullets as above)

Here are some updates for tech

(hand out updates for computers)

It appears all individuals have called in as of today. Here is the last list of call-ins:

(Hand out lists)

4PM – Call in meeting

5 PM – Leadership meeting

Here we will use Personal Fitness as a case study. (Slide and handouts for Exec and Ins)

### Here is an update for the 15<sup>th</sup>

(read update)

9AM Team Meeting

10AM Leadership Meeting

Here is a call volume/complaint update for the day:

(Read from the list – same bullets as above)

(Hand note to Julie about the State DOE)

Here is another computer update for tech

(Hand computer update)

### Here is an update for the 16<sup>th</sup>

Many people returned today: here is a list

(hand out list of returned people)

Read out people who are back for simulation

Here is a note from the state concerning number of students that the state is asking for help for  
(note to Julie for 16<sup>th</sup>)

### Takeaways:

Have teams complete the reflection worksheet.

Discuss takeaways whole group.



## Plans for the Hurricane

The hurricane will hit August 9<sup>th</sup>. At that time, the 23<sup>rd</sup> Annual Conference on Distance Teaching & Learning will be occurring. It begins on August 8<sup>th</sup> with pre-conference meetings. Most will be flying out that day. List of attendees:

Pam Birtolo  
Marty Kelly  
Kay Johnson  
Jerry Earley  
Brian Marchman  
Wendy Lambert

Tampa airport closed until August 15<sup>th</sup>  
Orlando airport closed until August 10<sup>th</sup> for some flights and August 11<sup>th</sup> for the rest of the flights.  
All airports (Daytona, etc.) in the area closed on August 9<sup>th</sup>.  
All airports north of Titusville closed on August 10<sup>th</sup>.  
Can't go downtown until August 15<sup>th</sup>.

Port of Tampa  
USF closed  
Aquarium  
Bridges Out  
Downtown Tampa  
Macdill  
Schools in Tampa – 50% closed for 1 week  
25% closed for 3 weeks  
25% closed for 1 month (Biloxi was)  
Bay St. Louis was 2 months  
1 million evacuees  
21 feet flood in Downtown  
11 feet in Sarasota  
19 feet where we live

On 8/9 at 5:00 not sure which way it will go – Cat 4  
By 7:00 it is over Tampa Bay – Cat 4  
By 9:00 it is slightly north and west of Orlando – Cat 2  
By 11 it is slightly north of Titusville and a Category 1.

Finance Department – Pay Issues  
Loss of credits



## Facilitator To-Do List for Disaster Scenario

1. Divide out the checklists to pass out to the teams
2. Page for each traveler showing possible travel arrangements
3. PowerPoint overhead with all travel advisories and closings
4. Reports for each director/chief who is unaffected or their designees with who from team is around
5. Create cell phone coverage plan
6. Create travel advisories/utility updates for days 1-4 (like the news)
7. List by people who have called in by noon on Day 2 (day after).
8. Status report technical issues Day 2.
9. Report of devastation, like the news – slides
10. List of people who have called in by 7 PM on Day 2 (day after).
11. List of people who have called in by Noon on Day 3.
12. List of people who have called in by 7 PM on Day 3.
13. List of students with county names handed out on Day 2.
14. Tech issues begin to trickle in (computers).
15. Update overall on travel/utilities for Day 3
16. Individual cards to people who are affected for Day 3
17. List of updates of teachers who have called in by 7PM Day 4.
18. Student reports being refined from counties
19. Tech issues (comps) come in for day 4
20. Cards for people out – better idea on this date of how long they think – Day 5
21. State contacts FLVS for help – Day 5
22. Need students out according to the state – Day 5
23. Cards for people out – Day 6
24. Updates of team members for Day 5 – 7 PM
25. Complaints for Day 6
26. Checklist ready for Day 6
27. Slide for school reopening
28. Update on news
29. Team members update Day 7
30. Updates from State – Day 7
31. Updates from students – day 7
32. Complaints – Day 7
33. Tech completely updated with damage report – Day 7
34. Create update sheet days 8-13
35. Create sheet with what they need to decide by day 13
36. Day 14 – Checklists
37. Update of who is back – Day 14
38. Update Day 21 – Schools
39. Update Day 28 – Schools



40. Update 2 months – all but 2 schools in Pinellas reopen
41. Have participants fill out the reflection paper and collect it at the end of the scenario.
42. After scenario, create a takeaway paper for them from the reflections.



## Travel Updates

### Information for the 10<sup>th</sup>

Airports north of Titusville are closed on the 10<sup>th</sup>. Some flights are allowed to return to Orlando though no flights are leaving on the 10<sup>th</sup>. It is expected that the airport will reopen normally on the 11<sup>th</sup>.

Cell phone service is spotty across the state. There is very little service in Tampa – only in the outlying areas. There is spotty service in Lakeland, Tampa, and Titusville. It seems that text messaging is still available at this time.

Electricity is out through most of Central Florida. There is no real estimate yet for Tampa and St. Petersburg other than that many people will be without service for quite some time.

The water is safe to drink in most areas though a few neighborhoods have been given warnings that they are not to drink or use tap water until further notice.

Telephone service is out for most of Central Florida. Again, there are no real estimates yet for Tampa and St. Petersburg other than it will not be fixed soon for most people.

Flooding has been widespread throughout Florida. The rainfall exceeded expectations for this hurricane. Further, 25 feet waves hit Tampa and St. Petersburg. Tampa Bay filled to the point that it overflowed and hit areas 10 miles inland – including those not normally in the flood zone. Downtown Tampa was covered with 21 feet of water. Currently that level is down to 19 feet. Sarasota was covered in 11 feet of water.

For a brief period of time, St. Pete Beach was an island separated from the rest of the area by flood waters as shown in this animated image.

The Florida Aquarium was destroyed. USF has been closed until further notice as many of the buildings sustained damage. Macdill Air Force Base was particularly hard hit and the military has announced that the center of operations for the war in Iraq will now be moved overseas.

The I-4 corridor is shut down as there is much debris across the highway. Of the three bridges across Tampa Bay, only the Courtney Campbell escaped without serious harm. It is estimated that there are 1 million people affected by the hurricane who are or have evacuated the area.

The Port of Tampa has closed due to major damage. The harbor is currently blocked by debris. It is not apparent how long before this will reopen. The Port of Tampa provides all the gasoline to stations in Citrus, Hernando, Pasco, Pinellas, Hillsborough, Sarasota, Manatee, Charlotte, De Soto, Hardee, Polk, Sumter, Lake, and part of Orange (through Kissimmee). Therefore, expect long lines, rationing, and many stations without any gasoline at all for at least a week.



## Information for the 11<sup>th</sup>

The Orlando Airport has completely reopened today. Currently, Tampa International and St. Pete/Clearwater airports are closed and will remain closed for a few days at the minimum though there is no estimate as of yet for reopening.

Downtown Tampa is still under 15 feet of water as the water is receding and evaporating.

Electricity and telephone service is out throughout most of Central Florida although a couple of areas are beginning to get it back- mainly in the eastern portion of the state.

Many areas of Tampa have been told that it is unsafe to drink the water. However, a couple of areas that were warned in Orlando not to drink the water are now able to do so safely.

Cell service is still very spotty. People who did not have it the day after the storm still do not have the ability to call out.



## Information for the 12<sup>th</sup>

Downtown Tampa is under 10 feet of water. The airport is clear of all flooding but has issued a statement that its target date for reopening is the 15<sup>th</sup> if they can get all the crews to restore all necessary power and continue to remove all debris.

Electricity and Telephone power is still out for Tampa and St. Petersburg. Some areas in Polk and Orange counties are beginning to get their service back though many residents are being told that it could be 2-4 more days before they get their service back in Orange County.

Cell service is beginning to return to Orange County and about  $\frac{3}{4}$  of the county can now place calls. However, cell service is very spotty still throughout the rest of the corridor and much of Pinellas and Hillsborough is without voice cell service still.

I-4 is open from the Orient Road exit (Florida Fairgrounds) East.



### Information for the 13<sup>th</sup> (Day 5-many returning to work)

Approximately 80% of Orange County residents have power and telephone and are able to return to work today. Further, about 20% of Polk County residents have power and telephone and are returning to work.

Waters have receded in Downtown Tampa and it is now covered with 5 feet of water. It is estimated that the waters will have completely receded by the 15<sup>th</sup> or 16<sup>th</sup>.

Electricity and phone is still out for the majority of Tampa and St. Pete. Estimates are that the majority will not have power or phone restored for 1-3 weeks. Further, the water is unsafe to drink in areas surrounding Downtown Tampa.

Cell service has returned to Orange and Polk Counties. It is still spotty throughout Pinellas and Hillsborough counties.



## Information for the 14<sup>th</sup>, 15<sup>th</sup>, and 16<sup>th</sup>

By the 15<sup>th</sup>, the waters have mostly receded from the downtown buildings though there are areas of standing water. Tampa Airport reopened on the 15<sup>th</sup> but only to a reduced number of flights.

All of Orange County, South Lake, North Brevard and South Seminole are able to return to work on the 16<sup>th</sup> (one week after the storm hit). However, 10% of residents in Polk, Northern Manatee, and Southern Pasco are still without power and electricity and unable to return to work.

Electricity and phone are still out for the majority of Tampa and St. Pete as of the 16<sup>th</sup> and estimates are that it will be returned to much of the area within 1-2 weeks. Some areas are being told they can drink the water again in the area.

The Port of Tampa has issued a statement that it will be ready to reopen in 3 weeks.

By the 16<sup>th</sup>, I-4 has completely reopened.

By the 16<sup>th</sup>, 25% of the schools have reopened in Hillsborough and Pinellas counties although attendance is sparse. 19/75 Middle Schools Open, 11/43 High Schools Open.  
21255/85020 MS Students, 19525/78100 HS Students

All schools in Orange County have reopened. 10% of the schools in Polk, Northern Manatee, and Southern Pasco Counties are still closed.



## Information for Days 14, 21, 28, and 2 months

Day 14 – August 23<sup>rd</sup>

On this day, 50% of Hillsborough and Pinellas counties are able to return to work. They have gotten their telephone and electricity back on.

Downtown Tampa has reopened for business on this day.

The last 10% of people in Northern Manatee, Polk, and Southern Pasco are able to return to work and school.

25% of schools have reopened in Hillsborough and Pinellas counties.

38/75 Middle Schools Open, 22/43 High Schools Open.

42510/85020 MS Students, 39050/78100 HS Students (Half of each)

Day 21 – August 30<sup>th</sup>

25 % of schools have reopened in Hillsborough and Pinellas counties.

57/75 Middle Schools Open, 33/43 High Schools Open.

63765/85020 MS Students, 58575/78100 HS Students

This leaves 21255 MS Students and 19525 HS Students out of school.

Day 28 – September 6<sup>th</sup>

It is now 4 weeks since the hurricane hit. All individuals in Pinellas and Hillsborough are able to return to work.

15% of schools in Hillsborough and Pinellas Counties reopen.

68/75 Middle Schools Open, 40/43 High Schools Open.

76518/85020 MS Students, 70290/78100 HS Students

This leaves 8502 MS Students and 7810 HS Students out of school. The district estimates the rest of the schools will be closed for 1 more month as they sustained major damage.

The Port of Tampa reopened today which should help the gas crunch.

One of the bridges across Tampa Bay has been restored.

2 months later



Last 10% of schools in Hillsborough and Pinellas Counties reopen.  
7 Middle Schools, 3 High Schools