



The Continuity of Operations Plan (COOP) for Youth & Families

What is the Purpose of this Information?

The purpose of this is to share our **Continuity of Operations Plan (COOP)**, Graham's procedures and the ways we can stay connected during a crisis where the agency's office and programs are interrupted or closed. Some examples of crisis can be severe weather, terrorist activity or a public health issue that requires quarantine, isolation or evacuation.

For youth living at the Graham School Campus

Continuous Care: Youth living on campus will receive 24-hour care and supervision by child-care staff the Graham School Campus will remain open during any critical occurrence with as much of our full services that we can humanly provide. If kids and staff need to evacuate from the campus, they will go to St. John Riverside Hospital (967 N Broadway, Yonkers, NY 10701)

Food Service: Youth and staff on site will have access to food and water during the emergency with food prepared by staff. There are emergency supplies stored for an emergency.

Medical Care & Attention: There are medical kits for first aid available. Youth who are prescribed medicine will receive it. Youth who become ill or injured will receive first aid care on site by health professionals or will be treated at St. John's Hospital) as expeditiously as possible. Case Planners, Clinicians and other Campus staff will be available to assist with making contact with family members and providing emotional support during the crisis.

Family Contact: Parents and other family members should call the Campus Administration, 914.478.1100, press 0 to speak with the Case Management team or a Manager.

For youth & families living in the community

Assuring safety during the crisis: Your Graham staff member will reach out to you by phone, email or social media to make sure you are safe. They will remain in contact with you throughout the crisis. If it safe and possible to do, they will arrange to meet with you. If you or your family need food, shelter or medical care during this time, please let them know so that they can connect you with a place to get food, shelter or medical help. Case Planners, Coaches, Care Managers & Coordinators, Clinicians, Case Aides and other Graham staff will be available to assist with making contact with family members and providing emotional support during the crisis.

Stay in contact: During the crisis, it is important that you contact your Graham staff member regularly to let them know that you are safe. If they lose contact with you they will notify the proper authorities (fire department, police, that you might be missing or in danger. As soon as it is safe, we will plan and arrange for families visits with children living in foster homes and mental health appointments for children and youth. Graham's 24-Hour Hotline number for city-based programs is 212.529.6445, press 5.