

**PLAN FOR THE CONTINUATION OF THE  
OPERATIONS  
OF THE SINGLE MANAGEMENT CENTER AFTER  
AN EMERGENCY**

**LABOR CONNECTION: MAYAGÜEZ-LAS MARÍAS**

**OCTOBER 2023**



## TABLE OF CONTENTS

Section Title	Page
Introduction	
Risk Assessment	
Emergency Response Team	
Communication Plan	
Assessment procedure and shelter-in-place	
Continuity of service delivery	
Resource Management	
Collaboration with required and optional partners	
Data backup and recovery	
Training and exercises or drills	
Review and update	
Approval and distribution	
Conclusion	



**PLAN FOR THE CONTINUITY OF SERVICES OF THE SINGLE MANAGEMENT CENTER  
LABOR CONNECTION: MAYAGÜEZ-LAS MARÍAS LOCAL AREA AFTER AN EMERGENCY**

**I. INTRODUCTION**

The Local Board of Labor Development of Conexión Laboral: Local Area Mayagüez-Las Marías has as its goal to offer and guarantee the best possible services to our participants and employers. These services could sometimes be affected by the onslaught of a natural disaster, as well as by other extraordinary situations beyond our control. This being so, we have the need and obligation to take the necessary precautionary measures that allow us – once the emergency ceases – to continue offering our services.

It is for the previously mentioned reasons, and in accordance with Circular Letter WIOA-06-2023 of September 14, 2023, this Plan for the Continuation of the Operations of the Single Management Center for Labor Connection: Mayagüez-Las Marías Local Area is adopted.

**a. Description of the Role of the CGU-AJC under WIOA**

The American Job Center is the space that houses the local workforce development system and where our clients and participants seek integrated Title I-B services and their partners. The CGU-AJC is our base, our command center.

Among the activities and services offered there are:

1. Coordinate the provision of services by the core partners and required in the CGU-AJC (physically and electronically) as defined in the Memorandums of Understanding (MOUs), entered by the core and required partners.
2. Foster partnerships in the CGU-AJC promote functioning as a multi-agency team and promote collective participation aimed at achieving accountability (execution) of the system, in addition to the individual results of each of the partners.
3. To offer services aimed at the development of the workforce in accordance with the laws, statutes, regulations, guidelines and policies that govern the Single Management System.

**b. Importance of Continuity Planning for Uninterrupted Service Delivery**

The Workforce Innovation and Opportunity Act (WIOA) and its Interpretive Rules provide that the Local Labor Connection Board will develop skills to maximize the effectiveness and accessibility of services offered to workers, individuals, job seekers, and employers through the use of technology.

It is required that the services offered to participants be made available on an ongoing basis so that their Employability Plan and therefore their training and employment goals are not adversely affected. The training requires a series of hours so that they can obtain their credentials and therefore be able to integrate into the labor market. Counseling and career planning are vital for the participant to achieve their goals. Discontinuing this service may result in the participant abandoning the activities. Like the participants, the services offered to the employers are of vital importance since the services offered to the participants while they are training, as well as the payments made to the employers, would be adversely affected. the latter affects compliance with the level of expenses of the Local Area, among others.

**c. Purpose and Scope of the Continuity Plan**

The purpose of this plan is to develop the planning and preparation actions, as well as the operational response procedures and processes to be used by the Labor Connection Area in anticipation of and/or during an emergency or disaster situation that impacts the services offered by the WIOA Single Management System. The Plan provides the necessary guidelines and tools to establish preparation at the local level with the aim of achieving an adequate response before, during and after an incident.

The Plan applies to all employees of the Single Management System including the representatives of the Partners who offer their services in person, as well as to customers, participants, service providers and employers.

The president of the Local Board or his authorized representative will be the person responsible for activating this Plan in the event of an emergency or disaster that impacts the activities offered in the System. As soon as the Plan is activated, it will be the responsibility of the executive director to activate protocols, as approved.

## II. RISK ASSESSMENT

### a. Identifying potential emergencies

The most common risks are classified into Natural, Technological and other risks. Having analyzed the events that have occurred during the past years, we have determined that the threats with the highest probability of occurrence and of greater severity, in order of priority, are the following:

1. Hurricanes
2. Earthquakes
3. Prolonged power outages
4. Pandemics

Any other emergency decreed by the Governor of Puerto Rico should be addressed as established in this Plan.

### b. Assessing the potential impact of each emergency on the operations of the CGU-AJC

Our facilities are located at 5 Calle Dr. Ramón E. Betances S and 10 Calle Dr. Ramón E. Betances S in the city of Mayagüez, Puerto Rico. In addition, we have an affiliated office at Calle Santiago R. Palmer #5 Suite 1, in Las Marías, Puerto Rico.

The first facility has three floors and the second is a terrera unit. On the first floor of the first location are located the offices in which the Individualized Career and Training Services are offered and/or coordinated, on the second floor is the Local Board Office, Finance, Human Resources and other support offices.

In the second locality, Basic Career Services are offered. This includes the AJC Operator and the partners who offer the services to the customers who visit us. In relation to the Office located in the facilities of the municipality of Las Marías, services are offered to the residents of said municipality.

In relation to the first building, it has been used since 2012 and the second building since September 2016. In Las Marías, the office has been in use since 2000. During the last few events (hurricanes and earthquakes) the damage to these facilities has been minimal.

It should be clarified that we do not have an electricity generator or cistern. This adversely affects the offer of services from our facilities, so we are forced to offer services remotely when there is no electricity and/or water services for a consecutive period of three (3) hours.

Situations that help control risks to the safety of people or property are as follows:

- a. The construction is prepared to face fire situations. However, in the event of an earthquake, it can be vulnerable if it is an event of great magnitude.
- b. There are no chemicals or flammables in the facilities.
- c. There is no risk situation, apart from the natural disasters to which the general population is exposed.
- d. The property has storm shutters to protect it in case of hurricanes.

### III. EMERGENCY RESPONSE TEAM

#### a. Composition of the emergency response team

This Committee is responsible for designing and coordinating the participatory process of evaluation and updating of the Plan. In addition, it evaluates the recommendations issued by the other working groups. The criteria used to evaluate the recommendations are based on vulnerability analysis and assessment of natural hazards, as well as on the priorities established by the municipality of Mayagüez in its Local Plan. The team is composed of the following:

1. Security Coordinator
2. Sub-Security Coordinator
3. Group Leaders
4. Property Manager
5. Human Resources Manager
6. Executive Director

#### b. Team Member Roles and Responsibilities

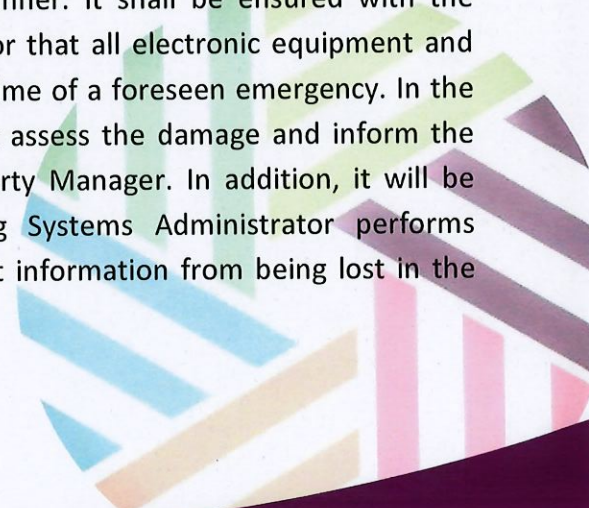


### **Security Coordinator**

The Security Coordinator will lead the group of employees during the emergency. Will hold regular meetings with floor leaders to verify any situation that may put staff and property lives at risk. It will identify all exits and carry out drills together with the Safety Committee to verify that employees know the protocol to be followed in each of the emergency situations. He will have the responsibility, together with the other members of the Committee, to update the Emergency Operational Plan as the situation warrants. In case of emergencies, it will verify that all personnel leave the building and that no employees are left inside the building. This responsibility will be shared with the leaders of each floor, who will ensure that everyone leaves in an orderly and group manner. In the event of an employee being trapped, the Safety Coordinator should immediately call the Municipal Emergency Management Office, 911 and the Municipal Fire Department.

### **Sub-Security Coordinator**

You will attend regular meetings with the Safety Coordinator and floor leaders to verify any situations that may put staff and property lives at risk. They will perform tasks similar to those of the Safety Coordinator such as: Identifying all exits and conducting drills together with the Safety Committee to verify that employees know the protocol to follow in each of the emergency situations. He will have the responsibility, together with the other members of the Committee, to update the Emergency Operational Plan as the situation warrants. In case of emergencies, he will verify that all personnel leave the building and that no employees are left inside it. This responsibility will be shared with the leaders of each floor, who will ensure that everyone leaves in an orderly and group manner. It shall be ensured with the Information and Planning System Administrator that all electronic equipment and information systems are not damaged at the time of a foreseen emergency. In the event of an unforeseen emergency, you must assess the damage and inform the Director by writing with a copy to the Property Manager. In addition, it will be ensured that the Information and Planning Systems Administrator performs information safeguards periodically to prevent information from being lost in the event of an emergency or natural disaster.



### **Floor Leaders**

Floor leaders must divide themselves by areas and give the alert of the security code. They must help to vacate the floors in an orderly manner in the area closest to their work site. Once the staff is outside the building, they must help the Safety Coordinator to take roll call to identify if any employee has been trapped inside the building. If an employee is trapped, and in the absence of the Safety Coordinator or Deputy Safety Coordinator, you should call the Municipal Emergency Management Office, 911 and the Municipal Fire Department.

Floor leaders will be required to remove access codes to entrance and exit doors at the time of an emergency so that staff can exit the building as quickly as possible. They must meet periodically to study the Operational Plan and verify that it has not undergone changes to situations that have occurred previously.

### **Property and Warehouse Manager**

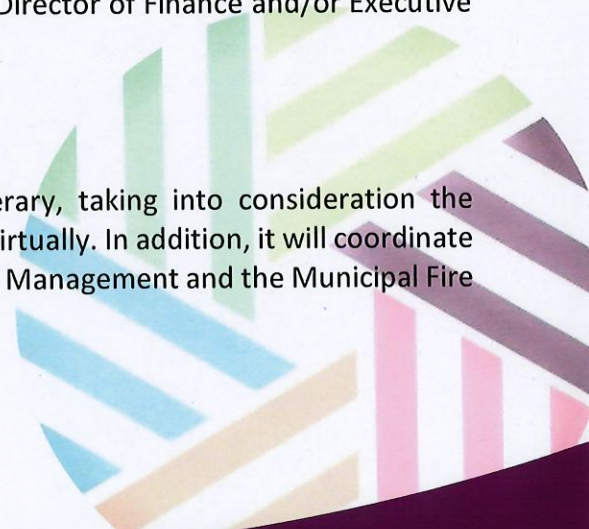
The Property Manager, as a group leader, will assist in the eviction of the buildings. Verify that the emergency door does not have a padlock so that the employees of Building 1 Floor 2 can go down the stairs and use this door as the first way of evacuating. You will be responsible for verifying utility services and conducting an initial building damage assessment. In addition, you must prepare a Damage Report once the emergency or natural disaster is over.

Periodically, it will carry out evaluations of the property to detect situations that may put life and property at risk and will notify the Director of Finance and/or Executive Director so that they can be corrected.

### **Human Resources Manager**

It is responsible for preparing the work itinerary, taking into consideration the availability of the officials to work in person or virtually. In addition, it will coordinate training with the Office of Municipal Emergency Management and the Municipal Fire Department.

### **Executive Director**



It will be in charge of coordinating and supervising each of the work areas and activating the personnel in accordance with the Emergency Operational Plan and the Protocols established for each of the emergencies.

**c. Contact information for team members**

Name	Plan-Based Position	No. Phone	Email
Hilda R. Renovales Cruz	Executive Director	787-464-8201	<a href="mailto:hrenovales@yahoo.com">hrenovales@yahoo.com</a>
Liz A. Prosper Cruz	Human Resources Manager	787-233-2523	<a href="mailto:recursoshumanosaldl@gmail.com">recursoshumanosaldl@gmail.com</a>
Gerardo Torres Rodríguez	Security Coordinator	787-640-3985	<a href="mailto:contratacioneswioa@gmail.com">contratacioneswioa@gmail.com</a>
Germaine Valentín Vázquez	Sub-Security Coordinator	787-951-3795	<a href="mailto:germainevalentin vazquez@outlook.com">germainevalentin vazquez@outlook.com</a>
Juan J. Mejía Maymí	Floor Leader 1 Location 1-Floor 1	787-318-3275	<a href="mailto:aldjovenes@gmail.com">aldjovenes@gmail.com</a>
Freddie Justiniano Avilés	Floor Leader 2 Location 1-Floor 1	787-318-2225	<a href="mailto:tecnicodeprogramaaldl@gmail.com">tecnicodeprogramaaldl@gmail.com</a>
Jean K. Martínez Dumont	Floor Leader 1 Location 1-Floor 2	939-416-8330	<a href="mailto:aldcompras@gmail.com">aldcompras@gmail.com</a>
Lizmarie Méndez López	Floor Leader 2 Location 1-Floor 2	787-320-3162	<a href="mailto:Lizmarie.mendezaldl@outlook.com">Lizmarie.mendezaldl@outlook.com</a>
Damaris Rivera Pérez	Leader 1 Locality 2	787-412-6684	<a href="mailto:drp.aldlmay@gmail.com">drp.aldlmay@gmail.com</a>
Nilda G. Negrón Ortiz	Leader 2 Locality 2	939-270-7736	<a href="mailto:nnegron@trabajo.pr.gov">nnegron@trabajo.pr.gov</a>
Elizabeth Ponce Rivera	Leader 3 Locality 2	787-923-1220	<a href="mailto:eponce.almlm@gmail.com">eponce.almlm@gmail.com</a>

Name	Plan-Based Position	No. Phone	Email
José A. Ruperto Muñiz	Leader 1 Las Marías Affiliate Office	787-458-2405	<a href="mailto:jrupertoaldl@gmail.com">jrupertoaldl@gmail.com</a>
Ramón Montañez López	Leader 2 Las Marías Affiliate Office	787-593-3345	<a href="mailto:rmontanezaldl@gmail.com">rmontanezaldl@gmail.com</a>

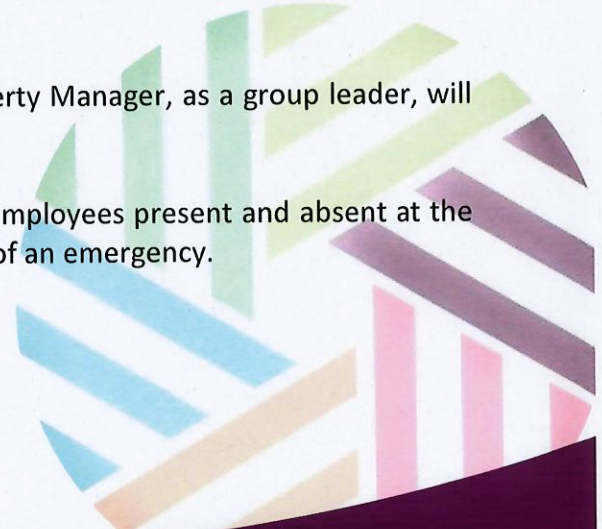
#### IV. COMMUNICATION PLAN

As part of the Plan, Germaine Valentín Vázquez, Deputy Security Coordinator, is appointed as spokesperson, who is responsible for issuing the guidelines according to the type of emergency.

The first person to detect an emergency event will contact the Executive Director or her authorized representative. The spokesperson may issue the guidelines personally, through phone calls, text messages, email, social media or through third parties.

The levels of direction or command for decision-making and communication are as follows:

- Executive Director – Will issue guidance based on the Plan and keep the Local Board President and Board of Mayors informed of actions regarding the emergency.
- Security Coordinator – Will direct the guidelines based on the Plan and keep the Local Board President and the Board of Mayors informed of actions regarding the emergency.
- Safety Coordinator – Will lead the group of employees during the emergency.
- Sub-Security Coordinator - Will direct the group of employees during the emergency in case the Security Coordinator is not present.
- Floor Leaders – Floor leaders must be divided by areas and are responsible for alerting the safety code. They must help to vacate the floors in an orderly manner in the area closest to their work site.
- Property and Warehouse Manager – The Property Manager, as a group leader, will assist in the eviction of the buildings.
- Human Resources Manager – Take roll call of employees present and absent at the time of the event. Call family members in case of an emergency.



**Contact Information for Internal Staff, Partners and Stakeholders**

<b>NAME OF STAFF, PARTNERS AND OTHER PARTIES</b>	<b>STAND</b>	<b>RESIDENTIAL ADDRESS AND POSTCARD</b>	<b>TELEPHONE</b>
Aníbal Rodríguez Santiago	MIS and Planning Coordinator	St. 102 Km 33.9 Garden Village A5, San Germán, PR	787-462-0737
		PO Box 1293 Sabana Grande, PR 00637	
Carmen M. Pérez Rosario	Office Systems Administrator	Calle Francisco Galanes 66 Bo. Balboa, Mayagüez, PR	939-279-4835
		909 Salamanca Street Urb. Sultana, Mayagüez, PR 00680	
Damaris Rivera Pérez	Manager of the Single Management Center	Condominio Puerta del Sol Edif. 2 Apt. 127 Mayagüez, PR	787-412-6684
		Eduardo Trabal 262 Bo. Santurce, Mayagüez, PR 00682	
Elizabeth Ponce Rivera	Resource Officer	Pelikan Park 109 Urb. Alturas de Mayagüez, PR 00682	787-923-1220
Evelyn Cruz Seguinot	Paying Officer	West Hills, 8-F-31st Street Hormigueros, PR 00660	787-951-4962
Freddie Justiniano Avilés	Program Officer	Carr. 119 Km. 22 H. 4 Bo. Furnias, Las Marías, PR	787-318-2225
		HC-01 Box 2281, Las Marías, PR 00670	
Germaine F. Valentín Vázquez	Equal Opportunities Officer	Urb. Río Cristal 7046 Calle Cesarina Gonze, Mayagüez, PR 00680	787-51-3795

NAME OF STAFF, PARTNERS AND OTHER PARTIES	STAND	RESIDENTIAL ADDRESS AND POSTCARD	TELEPHONE
Hilda R. Renovales Cruz	Executive Director	Haciendas de Cabo Rojo, Palmeras 3121, Cabo Rojo, PR 00623	787-464-8201
Inés S. Torres Torres	Operational Coordinator	Urb. Belmonte Calle Cadaqués 208, Mayagüez, PR 00680	787-538-1992
Ivonne Vélez Valentín	Resource Officer	Maximino Barbosa 593, Bo. Río Hondo, Mayagüez, PR PO Box 214, Mayagüez, PR 00681	
Javier Ramos López	Case Manager		
Jean K. Martínez Dumont	Contador	Carr. 119 Km. 59.6, Las Marías, PR HC-01 Box 4700, Las Marías, PR 00670	939-416-8330
Jesenia M. Robles Castillo	Contracting Officer		
José A. Ruperto Muñíz	Satellite Office Manager	Bo. Altosano Carr. 407 Km. 1.1 Las Marías Urb. Lavergne 20, Las Marías, PR 00670	787-458-2405
Juan J. Mejía Maymí	Program Supervisor	Oviedo 50 Urb. Belmonte Mayagüez, PR 00680	787-832-0762 787-318-3275
Laura J. Lugo Morales	Resource Officer		
Lizmarie Méndez López	Director of Finance	162 Prolongación Vadi Street Mayagüez, PR 00680	787-320-3162
Liz A. Prosper Cruz	Human Resources Manager	Calle Yagüez 607 Estancias del Río, Hormigueros, PR 00660	787-233-2523
Lourdes M. Vargas López	Promotion and Employment Coordinator	Urb. Monte Bello Calle Varonesa 4019, Hormigueros, PR 00660	787-458-6215

NAME OF STAFF, PARTNERS AND OTHER PARTIES	STAND	RESIDENTIAL ADDRESS AND POSTCARD	TELEPHONE
María A. Rodríguez Rivera	Interagency Program Coordinator	Haciendas de Miramar 281 Campo Mar I-3 Cabo Rojo, PR 00623	787-464-1307
Marta I. Sufferont Vicente	Resource Officer	Yunque 717 Alturas de Mayagüez, Mayagüez, PR 00680	787-240-7741
Marymar González Marrero	Case Manager	Carr. 348 Int. Bo. Quebrada Grande, Mayagüez, PR	
		HC 7 Box 21354 Mayagüez, PR 00680	
Milangelize Aponte Valentín	Case Manager		
Miriam Ruperto Soto	Office Systems Administrator	Bo. Maravilla Este, Las Marías, PR	787-697-1332
		HC-02 Box 10563 Las Marías, PR 00670	
Ramón I. Montañez López	Program Technician	Carr. 119 Km. 19.0 Int. Bo. Furnias, Las Marías	787-593-3345
		Box 107 Las Marías, PR 00670	
Reinaliz Matos Torres	Program Technician	Urb. San Antonio Calle C-D-1 Añasco, PR 00610	787-951-1957
Rosana C. Doreste Santiago	Office Worker/Receptionist	Paseo Los Robles Edif. La Cima Apt. 204-B, Mayagüez	787-374-0907
		PO Box 3061, Mayagüez, PR 00681	
Tanibeth Hernández Pabón	Case Manager	Urb. Río Cristal Balbino Trinta Street Mayagüez, PR 00680	787-673-3611
Vanessa Irizarry Cancel	Pre-Intervention Officer	Carr. 348 Km. 2.7 Camino Perfume Quebrada Grande Mayagüez, PR	787-501-5495
		HC-7 Box 20764 Mayagüez, PR 00680	

NAME OF STAFF, PARTNERS AND OTHER PARTIES	STAND	RESIDENTIAL ADDRESS AND POSTCARD	TELEPHONE
Yolanda Padilla Carreras	Case Manager	Carr. 348 Km. 7.0 Bo. Rosario Mayagüez, PR	787-320-4246
		HC 02 Box 23695 Mayagüez, PR 00680	
Nilda G. Negrón Ortiz	Assistant Manager	Ave. 5 de Diciembre #151 Sabana Grande, PR	939-270-7736 787-834-8011 Ext. 2446
Luis Ponce Martínez	Initial Interviewer	Isabela, PR	787-834-8011 Ext. 2441
Elizabeth Aponte Rodríguez	Occupational Counselor	Mayagüez, PR	787-834-8011 Ext. 2448
Félix G. Rodríguez Castillo	Occupational Counselor	Urb. Reparto Universidad San Germán, PR	787-934-4448
Luis R. Ramírez Vargas	Placements and Employer Relations	Urb. Villas de Felisa Mayagüez, PR	787-831-5024
Nancy González Carrero	RESEA	Miradero, Los Ingenieros Mayagüez, PR	787-615-5722
Frank J. López Morales	RESEA	Urb. Valle Hermoso Hormigueros, PR	939-644-6129
Lorna S. Rivera Correa	Counseling Analyst – Vocational Rehabilitation	Unavailable	787-903-9211
Julio Pitre De Jesús	Administrative Assistant 1 Adult Program	Unavailable	787-431-8907
Enrique Muñiz	CTE Coordinator-Carl D. Perkins	Unavailable	787-505-3102
Jamiera Torres Echevarría	Administrative Officer TANF	Unavailable	Unavailable
Nilsa O. Lara	Regional Administrator PathStone Senior Program	Unavailable	787-407-2615
Lisa Rivera Santos	Outreach Coordinator PathStone Migrants	Unavailable	787-675-2772
Virginia Avilés	OA Counselor-Job Corps	Unavailable	787-374-7995

NAME OF STAFF, PARTNERS AND OTHER PARTIES	STAND	RESIDENTIAL ADDRESS AND POSTCARD	TELEPHONE
Vilma Torres	Employment Promoter – Social Action	Unavailable	787-458-3933
Myriam Rodríguez Rodríguez	Service Coordinator – HUD Municipality of Mayagüez	Unavailable	787-834-1460 Ext. 224
Jorge Luis Ramos Ruiz	President of the Board of Mayors	P.O. Box 447 Mayagüez, PR 00681 Calle La Candelaria No. 8 Mayagüez, PR	787-664-6898
Edwin Soto Santiago	Mayor of Las Marías	Bo. Maravilla Norte Carr. 119 Int. Las Marías, PR 00670	787-391-0146
José A. Justiniano Rodríguez	Local Board President	266 Calle Mariana Bracetti Bo. Balboa, Mayagüez, PR 00680	787-832-1694 787-528-1870

Service providers, employers, participants and the community at large may be informed by telephone calls, text messages, e-mail, social media, radio announcements or third parties.

## V. EVICTION AND SHELTER-IN-PLACE PROCEDURES

### a. Guidelines for vacating facilities if necessary

The Safety Coordinator will identify all exits and conduct drills together with the Safety Committee to verify that employees are aware of the protocol to be followed in each of the emergency situations. In case of emergencies, it will verify that all personnel leave the building and that no employees are left inside the building. This responsibility will be shared with the leaders of each floor, who will ensure that everyone leaves in an orderly and group manner. Each leader will identify employees with disabilities and notify them of the emergency (in the case of deaf or mobility people). The use of the freight elevator is not authorized.

In the event of an employee being trapped, the Safety Coordinator should immediately call the City's Office of Emergency Management, 911 and the City's Fire Department.

The Sub-Security Coordinator will direct the group of employees during the emergency in case the Security Coordinator is not present. You must be aware of all the functions of the Security Coordinator and will be available to perform them at any time. He will collaborate with the Security Coordinator on matters related to the eviction.

The designated personnel will say in a loud voice "EMERGENCY PROTOCOL OF (See table of Security Codes), a whistle will be used to report the emergency.

Key	Definition
N	Normal situation
D	Eviction from all areas
AE	Anonymous explosive device call, search begins
(T) (TS)	Earthquake or Tsunami
BT	Bio Terrorism
H	Hurricane Warning

**b. Shelter-in-Place Procedures During Certain Emergencies**

Employees during an emergency will be able to shelter in place in the Single Management Center. The UGC has two conference rooms which are located away from the glass windows. The rest of the offices have glass doors and windows in their surroundings, which does not allow them to be a safe place of refuge during an emergency.

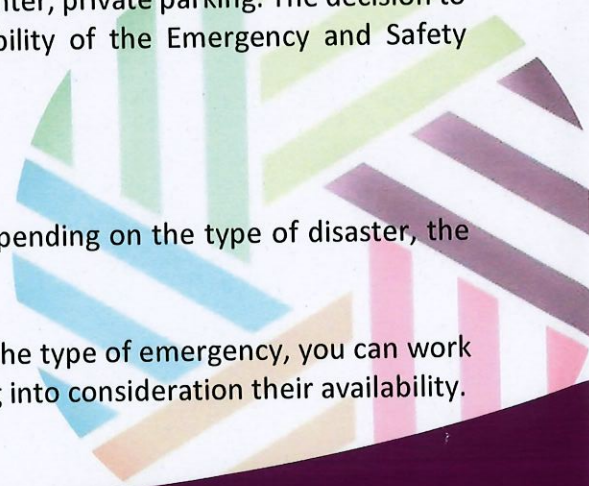
**c. Designation of Assembly Points and Safe Zones**

In connection with the eviction, staff will be relocated to previously identified safe areas which are: in front of the American Job Center, private parking. The decision to return to the workplace will be the responsibility of the Emergency and Safety Committee.

**VI. CONTINUITY OF SERVICE DELIVERY**

To ensure that services are not adversely affected, depending on the type of disaster, the following working methods will be considered:

- a. Face-to-face Work – Taking into consideration the type of emergency, you can work full or part-time. Officials may be rotated taking into consideration their availability.



It is necessary to clarify that if the services cannot be offered in the existing facilities, spaces can be identified in the municipal councils of Mayagüez and Las Marías to offer them.

- b. Virtual Work – Law #36-2020, as amended, known as the Remote Work Law of the Government of Puerto Rico, aims to order agencies, instrumentalities and public corporations to adopt the necessary measures to implement a Telework program. The Local Board has determined to use it as a basis for establishing its policies in relation to this issue.

It is established that as a rule, employees will be asked to work partially and comply with the determined working hours. It is also established that the safety measures contained in their exposure control plans will be implemented, so as not to compromise the safety and health of employees. For those employees who have justified cause in law or regulation not to attend their day in person, teleworking or remote work may be considered as a viable option, in accordance with the work plan and in accordance with the functions of the positions. Those employees who cannot report on work under any modality for any justified reason and contemplated in any state or federal law, will be charged with absences from the corresponding leave in accordance with the applicable legal provisions for having balances.

As part of this initiative, the following elements will be considered when functions are being implemented through Telework or Remote Work modality, taking into consideration the nature of the operations, structures and services we offer:

- Remote Work is an alternative job that grants the organization to employees (teleworkers), so it is considered a privilege and not an additional right or benefit to employees.
- The organization reserves the right to discontinue at any time the participation of an employee in Telework modality, for not following guidelines, for low productivity in the performance of their duties and responsibilities and/or for the need for service, among others.
- Remote Work is not intended to alter or affect the performance of the performances of teleworkers or of the fellow employees who comply with the with its obligations in accordance with any emergency or any other situation that warrants it.

- Computers and telecommunications equipment will be provided to enable it to perform its functions. It can be the equipment you routinely use in your work, or you buy equipment subject to budget and market availability.
  - The Career Planners will offer services to the participants so that their Employability Plan is not adversely affected.
  - Program Coordinators and Supervisors will communicate with Providers to offer services virtually. As a matter of fact, the Providers of the Youth Program Elements and those who offer the Individualized Career Services, as part of the competition process, must ensure continuity of services in the event of an emergency. In relation to training activities, they will communicate with educational entities and employers to ensure the continuity of services.
  - The services will continue to be promoted on social networks.
- c. Hybrid Modality – In this modality, it will be possible to work, concurrently, in person and virtually, taking into consideration the health and safety of the officials and participants.

**VII. RESOURCE MANAGEMENT**

We currently have the following team to offer services in the virtual mode:

Team	# Units
Laptop con Office 365 y Microsoft Teams	10
Cell Phones	10
Licencias de Microsoft Teams	10
Virtual Rooms for Video Conferences	2

If necessary, additional equipment may be purchased to complement the existing equipment. All our documents and forms can be accessed online.

The Property and Warehouse Manager will be responsible for providing computers and telecommunications equipment so that officials can exercise their functions.

It can be the equipment you routinely use in your job or equipment that is purchased subject to budget and market availability. When it is delivered, the employee will send a certification, via email, describing the equipment and the ownership number or other documents determined by the Office of Finance. The document will be sent to the Property and Warehouse Manager. The equipment will be used for official business only.

#### **VIII. COLLABORATION WITH REQUIRED AND OPTIONAL PARTNERS**

The CGU-AJC Operator shall be responsible for involving the representatives of the Obligated Partners in all activities related to this Plan. This includes but is not limited to participation in meetings in which the Plan is discussed, training, drills and other related activities. It will ensure that all members who attend the CGU-AJC have a copy of the plan in digital and printed format.

#### **IX. DATA BACKUP AND RECOVERY**

The Information Systems Department has three (3) physical servers, which daily after 7:00 pm automatically indicate the daily backup process. For each server, a complete receipt is generated. Finally, on Fridays, it is fully safeguarded and stored using the Veen Backup program in the "Buffalo Data Recovery Specialist DriveSavers" disk library. This library contains 16 "terabytes" of space, to be able to store the required receipts. On a monthly basis, the weekly copies are stored on a "drive" (external hard drive) which are kept in one of the offices of the Information Systems department. From November, a copy will be saved weekly (full back-up), in One Drive (cloud).

For the data recovery process, they are worked on internally and in cases of major disaster, external resources would be hired.

#### **X. TRAINING AND EXERCISES OR DRILLS**

The Human Resources Manager will facilitate training for staff members on the roles and responsibilities set forth in this Plan for proper and coordinated execution. Training activities and drills must be included in the Training Plan for the Local Area. Drills will be carried out annually.

## **XI. REVIEW AND UPDATE**

This Plan for the Continuation of the Operations of the Single Management Center after emergencies has been developed in accordance with the Circular Letter WIOA-06-2023 issued by PCL.

This document will be reviewed **annually** by the Emergency and Safety Committee of our Local Area. However, it may be revised or amended at any time if circumstances require so much.

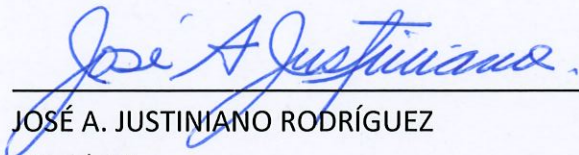
## **XII. APPROVAL AND DISTRIBUTION**

The content of the Plan must be understood, discussed and known by all officials of the System, including the Obligated and Optional Partners. A copy of the plan will be delivered in digital and printed format to all officials of the system, including the representatives of the obligated and optional members. It will be sent in digital format to the members of the Local Board and the Board of Mayors.

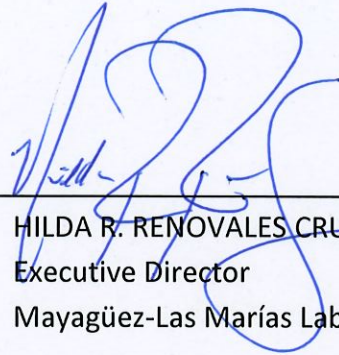
## **XIII. CONCLUSION**

During the past six (6) years, Puerto Rico has faced the greatest challenges in its history: two (2) hurricanes, multiple earthquakes and one (1) pandemic, events that undoubtedly affected and continue to affect the development of our island. However, this occurrence does not put a stop to the services, training, and employment needs of our participants. In the face of an emergency, which is usually unexpected, we only must prepare and prevent. That is why the adoption of this Service Continuity Plan is essential. This document will allow us to have the necessary mechanisms and tools to act in extraordinary conditions and guarantee that services will continue to be offered, once life and property have been assured.

In a collaborative effort, to ensure a successful implementation of this plan, as well as to ensure that it continues to respond to the needs of the Single Management Center and its participants, the plan will be reviewed every twelve (12) months, if necessary.



JOSÉ A. JUSTINIANO RODRÍGUEZ  
President  
Local Labor Connection Board



HILDA R. RENOVALES CRUZ  
Executive Director  
Mayagüez-Las Marías Labor Connection

/cmpr

