Disaster Preparedness & Recovery Plan
Written for:

Community Based Care of Central Florida

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1 DISASTER PREPAREDNESS & RECOVERY PLAN OVERVIEW

1.1 POLICY STATEMENT

It is the policy of Community Based Care of Central Florida, Inc. (CBCCF) to take the appropriate steps to maintain critical operations in case of a major disaster occurring at its headquarters in Central Florida.

CBCCF Senior Management has endorsed this statement of policy regarding the maintenance and use of this Disaster Preparedness & Recovery Plan. CBCCF President/CEO shall have the final authority on the implementation of this plan.

The organization is determined to aggressively manage the avoidance and mitigation of any disaster that could have an impact on its ability to service its clients. All levels of this organization are responsible for protecting and preserving its assets.

Supervisors are responsible for:

- Protecting all assets in their assigned area of control.
- Communicating the importance of this responsibility to their staff.
- Vigorously participating in this process.
- Keeping this plan current within their department.
- Keeping staff current with the plan.
- Ensuring that the procedures and activities in this plan are properly executed.

This document is evolutionary in nature, and will be revised from time to time. It is imperative that all involved parties keep advised of all:

- Changes to internal procedures or other areas that might impact the content of the Plan.
- Changes in personnel that might have an impact on Recovery/Restoration Team assignments.
- Any specific duties or responsibilities they will expected to perform

Employees must be aware that they may be required to perform necessary tasks in order to assist clients, other employees, or the general public during a period of disaster where a clear danger to life and property may exist. Staff members should be aware that they may be asked to work longer shifts, possibly at an alternate job site from their usual place of employment, should a disaster/emergency occur. They would not be asked to perform a task that would endanger them physically or cause them absence from their own family who may also need them during this time of crisis. Staff may also need to prepare themselves to use skills that they have acquired during their career or in other work or life situations. Some examples of tasks that could be assigned are as follows: crisis counseling in an emergency shelter, transporting clients to service locations or shelters, distributing food and clothing at designated sites, determining eligibility for emergency
or routine benefits, management of an emergency shelter, performing registration and referral tasks at disaster assistance center locations, performing surveys and assessments, assisting with services to the public in a Red Cross shelter, etc. We are a lead Community Based Care agency and are duty bound to provide extended services associated with the public’s welfare during a disaster/emergency condition. CBCCF understands that disasters can create additional stress for employees and their families. CBCCF staff will be given contact information for our Employee Assistance Program to help them cope with any disaster related stress.

All staff will assist in assuring that client safety is a priority during an emergency.

1.2 PURPOSE

The purpose of the Disaster Preparedness & Recovery Plan is to provide CBCCF with the means to accomplish this policy in an effective and organized way. This document contains information, procedures, and reference material for Preparation, Emergency Response, Recovery, and Restoration operations in case of a disaster striking a facility.

The purpose of this document is:

- To prepare for as many contingencies and develop procedures to survive a disaster, before a disaster occurs.

- To identify the participants who will complete the specific activities necessary for Preparation, Emergency Response, and Recovery/Restoration operations.

- To provide a clear recovery process, safeguarding both the well being of employees and the business capability of CBCCF.

- To specify the critical business activities needed to continue after a disaster.

- To outline the logistics of recovering critical business functions.

- To establish procedures for release of information to employees and the general public.

1.3 SCOPE OF THE PLAN

This plan will be used by CBCCF staff and, when necessary, those contracted providers housed in CBCCF facilities.
1.4 **Plan Structure**

This plan is divided into sections based on the disaster level. Each section contains sufficient detail to permit the reader to understand or accomplish the section’s objectives.

**Team Design**: Several teams have been coordinated to respond to potential & occurring disasters. The team membership breakdown is listed within the plan.

Many operations have procedures that will be implemented after a disaster. These procedures may be external to this document. Procedures not described in this document include normal or standard operating practices.

1.5 **Definition of a Disaster**

A disaster, for purposes of this plan, is defined as any natural, technological, or civil emergency that disrupts business operations for an unacceptable period of time. While the types of disasters are too numerous to list completely, the effects can be categorized into two general scenarios.

1. **Localized Disaster** – An event that disables or destroys all or part of a building and/or technology in it that makes it unavailable for use. This scenario may require partial or even total relocation of business operations. Denial of access to the building (e.g. due to a nearby chemical spill or workplace violence) is also considered a localized disaster.

2. **Regional Disaster** – Any disaster that affects an entire area. The most likely scenario may be a tornado, hurricane or flood that could damage or destroy both a particular facility and the surrounding area.

In both scenarios it is essential that:

- The plan is maintained and kept up to date.
- The key individuals and teams are up to date on their responsibilities and have responded to the interruption, and
- A sufficient number of qualified personnel will be available to implement preparation, emergency, recovery and restoration activities.

As it is impractical and cost-prohibitive to maintain separate plans for each disaster scenario, the Disaster Preparedness & Recovery Plan presents a consolidated approach for both local and regional disasters.

1.6 **Contracted Provider Responsibilities**

It is the policy of CBCCF that each Case Management Agency (CMA) is responsible for maintaining a current emergency plan & staff roster and have it available in the event of
an impending natural disaster/severe weather. The CBCCF Network Support Director shall ensure that CBCCF has on file each contracted provider’s agency Emergency Preparedness Plan. These Emergency Preparedness Plans are due each year from each contracted provider to the Network Support Director by July 30th and/or 30 days after contract execution.

It shall be the responsibility of each contracted provider to follow their Emergency Preparedness Plan as written. It is possible, depending on the disaster situation, which contracted providers housed in CBCCF facilities will need to follow the CBCCF Disaster Preparedness & Recovery Plan. The Network Support Director will contact each contracted provider upon notice of an impending disaster to discuss whether implementation of an emergency preparedness plan is needed. Continued notification will continue every 24 hours with the contracted provider’s contact person until it has been assessed that the emergency has ended and normal working conditions can resume. **When/if CBCCF Disaster Preparedness & Disaster Recovery Management Team deems a facility to be closed, all staff & providers are not to enter. Provider staff may need to work remotely from a different location if their home agency is open & operational.**

In preparation for a disaster, CBCCF shall require that all clients be accounted for through direct communication, telephone or in-person contact by the assigned/contracted Case Management Agency DCM and/or Child Placing Agency staff to ensure safety and plans for evacuation or disaster preparation by the family. CBCCF will require that 1 thru 5 shall be completed with the assistance of the Adoptive/Substitute Care family’s contracted Child Placing Agency (CPA):

1. At the time of initial licensing and/or home study process, each Adoptive/Substitute Care (foster parent) family will complete a disaster preparedness safety plan that will identify a primary and secondary location to which they would go if they were forced to evacuate their home. This plan will be filed in the client file. The plan will be updated annually.

2. Severe weather warnings are to be taken seriously and adoptive/substitute care parents must evacuate if ordered to do so.

3. When substitute care parents are forced to evacuate, they should take with them adequate clothing and medication for the child and other legal documents should also be taken. They must notify their CPA as soon as it is safe to do so, but no later than their arrival at the emergency shelter or other safe residence. At that time, the adoptive/substitute care parent will inform their worker of any immediate needs that a child has, such as medication, medical attention, clothing, etc.

4. The adoptive/substitute care parents will keep the CPA advised of any change in their location and of any needs the child may have.
5. The CPA will notify CBCCF Dependency Case Manager (DCM) that contact has been made with the substitute care family providing care to a child under supervision of CBCCF and the status of that family/child i.e. location, safety concerns, etc.

6. For children placed through Interstate Compact the assigned CMA shall be responsible for contacting those families and children to ensure their safety and that their needs are being met in wake of the disaster. If in the event no contact can be made the designated ICPC Specialists shall contact the Department of Children and Families Interstate Compact Specialist assigned as the primary local point of contact with a list of children and contact names and numbers to assist in ensuring the safety of these children. The Florida ICPC Office shall work directly with the central ICPC offices in other states to send and receive information and documents, as customary. If the central ICPC office in another state is unable to communicate, the DCF Interstate Compact Specialist will work with other state and/or national offices to identify alternate means of communication. CBCCF shall also make available to the DCF Interstate Compact Specialist a list of names of children from other states in which CBCCF has been assigned to case manage. Any and all information needed to communicate the safety of these children and families to neighboring states shall be made available as soon as contact has been made with these families. For further information on ICPC Disaster Response please refer to the Florida Interstate Compact on the Placement of Children Disaster Preparedness and Response Team http://www.dcf.state.fl.us/programs/ICPC/docs/icpc_disasterprep_responseplan.pdf.

7. Immediately following any disaster the assigned/contracted CMA and/or CPA shall again contact each family/client via telephone or in person to ensure their safety and determine if they have been displaced or adversely affected by the disaster. If a family has been adversely affected or displaced due to the disaster the assigned CMA and/or CPA shall do the following:
   - Determine the needs of the family/children
   - Determine if the family is in need of assistance from CBCCF or if plans for recovery have already been established by the family
   - If assistance is needed i.e. shelter, clothing, food the CMA, CPA and CBCCF shall explore and initiate immediate avenues to aid the family until the family can begin continue recovery independent of CBCCF.

8. CBCCF shall coordinate with the Child Protective Investigations to plan and prepare for implementation any changes in the acceptance of new cases needing services and supervision. This will be especially important for areas adversely affected by the disaster. Coordination with the CPI shall be of utmost importance in locating and contacting new clients especially if entrance to damaged areas is prohibited unless accompanied by a person(s) of law enforcement. Priority to these clients shall be to ensure their safety and that their basic needs are met following the disaster and then continuing on with normal service operations and supervision.
9. In all cases where children and families have been adversely affected by the disaster appropriate community partners associated with the family and child(ren) i.e. judicial, GAL, other service providers shall be notified in writing, when applicable, and/or via telephone or electronic communication immediately, when possible, of their well-being.

CBCCF’s main goal is continuity of care to our clients. CBCCF shall resume normal operations as soon as readily possible following any disaster. The CBCCF President/CEO shall determine when normal operations shall resume.

1.7 DISASTER PREPAREDNESS & RECOVERY MANAGEMENT TEAM

To facilitate preparation & the orderly and rapid recovery of critical functions, the Disaster Preparedness & Recovery Management Team will oversee and carry out necessary activities that cut across organizational boundaries and affect all personnel and business functions.

Some of the key objectives of the Recovery Management Team are listed here. A complete listing of responsibilities can be found in the sections for each disaster phase.

- To assess the emergency or disaster situation & present findings to the team leader.
- Oversee the Corporate Communication Function in the threat of disaster.
- To ensure that critical business function at CBCCF are recovered within the required recovery time objectives following a declared disaster & ensuring a smooth return back to normal operations as quickly as possible.
- To serve as the central communication point to employees, emergency assistance providers, Recovery/Restoration teams, & DCF Contract Managers.
- To approve actions of teams that are not pre-planned where reasonable time is available for that team to request approval.
- Assure that CBCCF Disaster Preparedness & Recovery Plan is adequately tested.
- Assure implementation of appropriate training programs to support planning requirements.
- Oversee the Recovery/Restorations team’s crisis management including but not limited to communication with the media, cost tracking and insurance claim management, human resource issue management, client and public communications, and the activities associated with salvage operations.
- Keep documentation of all recovery-related activities and expenses to document the execution of the Disaster Preparedness & Recovery Plan.

The Disaster Preparedness & Recovery Management Team Members consist of the following:

- CEO - Leader
- COO
2 DISASTER DECLARATION PROCEDURES

2.1 RESPONSIBILITY FOR DECLARING A DISASTER

It is the primary responsibility of the Disaster Preparedness & Recovery Management Team Leader to declare a disaster. Once the Disaster Preparedness & Recovery Management Team has assessed the situation, He/She will be notified of the findings and will declare a disaster if necessary. If the Disaster Preparedness & Recovery Management Team Leader cannot be contacted within one hour, any member of the Disaster Preparedness & Recovery Management Team will issue a declaration. The decision to initiate the Emergency Preparedness & Recovery Plan should be made when it has been determined that a disaster is imminent.

2.2 OVERVIEW OF PROCEDURES FOR DISASTER NOTIFICATION

The Disaster Preparedness & Recovery Management Team will oversee the Corporate Communication function including providing information for the clients, staff & vendors.

Staff

1) Disaster occurred outside normal business hours:

   Employees-
   - The Emergency staff phone tree may be implemented (See Section 7). If so, the Disaster Preparedness & Recovery Management Team will first contact each team Captain to provide information on what to communicate to staff.
   - Information about the disaster will be sent to all staff via e-mail & text message.

   Providers- Provider staff will follow their own procedures for internal communication & notification of a disaster.

2) Disaster occurred during normal business hours:

   Employees-
   - Designated employees at each location will follow the checklists provided for the specific disaster situation.
   - As soon as is possible, information about the disaster will be sent to all staff via e-mail & text message.
**Providers** - Provider staff will follow their own procedures for internal communication & notification of a disaster. If provider staff is located in one of the CBCCF buildings, they will follow the instructions of the designated CBCCF lead at that location.

**System of Care (including all staff, providers, clients, etc)** - Information about the Disaster will be posted on our company’s website, as well as recorded on the Emergency Call-In Phone Number.

**Clients**
Clients will be contact by their designated Case Management Agency or Provider. Case Management Agencies and Providers will follow their own Disaster Policy for client contact & report client contact results back to the CBCCF Network Support Director.

**Vendors**

The following vendors will be contacted immediately following disaster declaration:
- AOK Networking
- Building landlords
- DCF Contract Managers
- CAI (Center for Applied Innovation with CHS)
- SSYH

3 **DISASTER PHASES**

The following section contains specific procedures to follow during the various stages of a disaster. Each is intended to provide sufficient information for the respective teams so that they can carry out the required business continuation requirements efficiently and with a minimum of outside supervision. **The success of this plan will depend upon the successful accomplishment of each team’s tasks.** Procedures for each respective activity should be documented so that as many decisions as possible concerning the post-disaster activities will already have been considered and addressed. This typically reduces confusion, repetition of effort and communication problems during disaster responses.

3.1 **PHASES OF A DISASTER**

The Disaster Preparedness & Recovery Plan consists of three distinct phases, Preparation, Emergency Response, and Recovery/Restoration, each with its own set of objectives. The duration of each phase will depend on the nature of the event and its effect on CBCCF critical business functions. As the length of the interruption increases, so does the level of response necessary to minimize the impact.
**Preparation** – The activities in this phase may only be applicable to disasters which occur with prior warning. The purpose is to prepare both staff & property for the event of a disaster.

**Emergency** – These are the immediate and reactionary actions that are performed during the unfolding of a disaster. The purpose of these actions is to protect life, safety, and property. Once this is accomplished, the priority shifts to mitigation of damage and preservation of property. A determination of whether to declare a disaster will be made based on detailed evaluations of the event’s impact on CBCCF critical business function.

**Recovery/Restoration** – This phase is implemented once a disaster has occurred. The initial objective is to reestablish critical business functions in order to provide service to clients. It later involves completion of rebuilding, repairing, and reestablishing damaged facility/equipment. This phase is continued until restoration of original business operations is complete.

### 4 PREPARATION PHASE

This phase contains information in order to prepare for a disaster for which there is prior notice, such as hurricanes or pandemics. This step should only be taken if preparation does not put staff’s safety at risk. The Disaster Preparedness & Recovery Management Team is the only team that will be deployed to make decisions during the Preparation Phase of a disaster.

#### 4.1 DISASTER RECOVERY & MANAGEMENT TEAM PROCEDURES

1) Receive and immediately investigate any notice or warning of an occurring or potential disaster.
2) Report findings to Disaster Recover & Management Team leader who will declare disaster if necessary.
3) If a disaster is declared, ensure staff takes the following steps to ensure building, data & equipment are safe & staff is prepared.

#### 4.2 STAFF PREPARATIONS

##### 4.2.1 Client Safety

-Print Client List:

  Information & Eligibility Managers should print client lists from ARGOS (Client by Area/Zip) & request a snapshot of client data from CAI.

##### 4.2.2 Financial

-Cut checks if necessary
4.3 BUILDING PREPARATION

- Identify materials around the outside of the building that may pose a threat in the disaster situation & dispose of them.
- Close and latch/lock all filing cabinets & desk drawers.
- Move all supplies inside a cabinet to protect from damage.
- Close all doors to hallways or offices that have windows.
- Tape windows with duct tape and close blinds.

4.4 DATA PREPARATION

4.4.1 Records

The following steps should be taken to preserve any client, financial, electronic data or other record which is essential to the function of CBCCF business.

Physical Records
- Records Management staff should take inventory of client files & ensure that borrowed files are returned to their original location
- All staff should collect records from the floor or desktop and ensure they are stored inside document boxes, cases, file cabinets, or covered shelving
- Cover any records that may be damaged by water from above with plastic sheeting or a garbage bag.

Electronic Records
1) Ensure current backups/images are made of all electronic data & store offsite.
2) Store backups/images offsite via AOK Networking
4.5 **EQUIPMENT PREPARATION**

The following steps should be taken to preserve any equipment from damage including computer workstations, servers, telephone systems, copy/fax machines, A.V., and any other water vulnerable equipment.

**Computer workstations, telephone systems, APC units, battery backups, copy/fax machines, A.V. equipment**

1) Turn off and unplug all equipment from the wall power outlet. Do not unplug network cables.
2) Pick any equipment up off the floor, if possible
3) Cover equipment with heavy duty plastic bags.
4) If end user has a company laptop, and they need to take it home they may do.

**Servers**

1) Ensure servers are off the floor and under sturdy shelving

*(If there is a tropical system that is a category 2 or lower):*
2) Leave servers plugged in and on
3) Drape plastic bags or sheeting over the server rack so that there is ample room for server ventilation- NOT directly on the server.

*(If there is a tropical system that is a category 3 or above):*
2) Have AOK Networking safely shut down servers
3) Unplug power outlets & network cables.
4) Cover equipment with heavy duty plastic bags

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5 **EMERGENCY PHASE**

Should an emergency disaster occur during normal business hours (08:00am – 5:00pm, Monday through Friday) the emergency phase may be implemented. The Disaster Preparedness & Recovery Management Team is the only team that will be deployed to make decisions during the Emergency Phase of a disaster.

If the emergency disaster occurs outside normal working hours, anyone with a cellular telephone can notify appropriate emergency services in addition to the Disaster Preparedness & Recovery Management Team Leader. If a cellular phone is not available they should go to the nearest public telephone to initiate the notification.

5.1 **Notification Procedures:**

Every employee is required to immediately contact the first available responsible person whenever that employee becomes aware of any hazardous or imminently hazardous condition. A responsible person in this situation is any of the following:
• A CBCCF manager of the affected area
• A member of the Disaster Preparedness & Recovery Management Team

When a responsible person has been contacted, the notifying employee shall provide the following information:

• Their name, current location, and telephone number.
• The location of the reported condition and concise description of why a hazard is believed to exist or is imminent.
• If known, the cause and extent of the condition.
• The extent of any injuries, the names of the injured parties, and possible medical requirements.

The notifying employee will follow the instructions of the responsible person until either the condition is found to be non-threatening or an emergency is declared and appropriate emergency procedures are activated. Once a responsible person has been contacted, this individual will contact a Disaster Preparedness & Recovery Management Team member, if not already a member.

5.2 DISASTER PREPAREDNESS & RECOVERY MANAGEMENT TEAM PROCEDURES FOR EMERGENCIES

Once the Disaster Preparedness & Recovery Management Team members have been contacted, the following procedures apply:

1. Notify appropriate state and local emergency personnel as to the nature of the emergency if necessary.
2. If the emergency is not an immediate threat to personnel, meet either in person or via conference call to discuss the status of the emergency.
3. Reach a decision of action based upon all of the available information and input from staff on-site. If/When the team leader declares a disaster, initiate the Corporate Communication process via the Phone Tree.
4. Take appropriate action regarding the emergency situation according to company emergency procedures (evacuations, etc.).
5. Assess the threat to CBCCF personnel or property. Evaluate the operating condition as a result of the threat or disruption.

5.3 EMERGENCY SITUATIONS

The type of emergency will determine the plan of action. The following list is not intended to cover all types of emergencies that may occur. When an emergency occurs that is not listed, it is up to the discretion of the staff member to make a decision of action.
Based on the information obtained. Codes listed for each type of emergency should only be used over the telephone intercom system unless otherwise specified.

**Fire-** Code: RED

1) Any staff member may alert employees by either using the telephone intercom system or pulling a fire alarm in the building.
2) A member of the Disaster Preparedness & Recovery Management team will call the fire department if they have not already been notified.
3) Anyone in the affected building should safely exit the building.
4) No one should reenter the building until the “all clear” has been given by emergency officials.

**Tornado/Severe Weather Warning-** Code: Yellow

1) If a tornado/severe weather warning has been issued for a storm cell that is near one of the CBCCF buildings, all personnel should be alerted via the telephone intercom system and e-mail.
2) If there is a tornado warning, clients and staff should go to one of the following locations.
   a) Any inside room or office without windows
   b) Any bathroom with a door that latches
3) Once the storm has passed, ensure that all personnel are accounted for & call emergency officials if needed.

**Serious Injury or Illness-** Code: Blue

1) Any staff member notified should call 911 to alert emergency officials
2) Any staff member properly trained in first aid may administer assistance while waiting for an ambulance to arrive.

**Terrorist or Bomb Threat (from Outside building)-** Code: 10

1) Law Enforcement should be called immediately by any personnel who receives a terrorist or bomb threat.
2) That person should also notify the Disaster Preparedness & Recovery Management Team.
3) All personnel should be evacuated to a safe location, if the situation deems it necessary.
4) No one should reenter the building until the “all clear” has been given by emergency officials.

**Client/Visitor Threat-** Code: Dr. Strong

This is intended to alert personal that a client/visitor is directly threatening the safety of either another client/visitor or a staff member.
1) Law enforcement should be called by a staff member not involved with the threat.
2) That person should also notify the Disaster Preparedness & Recovery & Management
3) All personnel should be evacuated to a safe location, if the situation deems it necessary.

4) No one should reenter the building until the “all clear” has been given by emergency officials

5.4 Pandemic Procedures

CBCCF staff members & clients may come into contact with several illnesses which may reach pandemic level including but not limited to H1N1 Influenza, Pandemic Influenza, & Tuberculosis. CBCCF Pandemic Procedures listed herein will be the same for any type of pandemic illness that it encounters.

If a pandemic occurs, it will be the responsibility of local, county and state public health departments to issue quarantine orders, direct facility closures, provide information designating key health care facilities, and distribute medications and vaccines. Official public health notices received by CBCCF will be directed immediately to the Disaster Preparedness & Recovery Management Team.

Health/Hygiene Etiquette

At the onset of the pandemic, access to vaccines and antiviral drugs may be extremely limited, and non-medical intervention measures may be recommended by OSHA and the public health agencies to delay the spread of the disease. It is the responsibility of all CBCCF staff members to follow these procedures if warned of a pandemic:

- Wash hands properly or use hand sanitizers when hand washing is not possible
- Use appropriate cough etiquette
- Avoid close contact with people who are sick
- Sanitize “touchable” surfaces

If a staff member in one of the CBCCF buildings contracts a pandemic illness, the building will be temporarily closed & a cleaning company hired to disinfect all utilized space in the building. Visitors and staff that are in the building will be notified of the reason for closure and advised to seek medical consultation.

Depending on the severity of the pandemic, the Disaster Preparedness & Recovery Management Team may implement any of the following precautions:

- Use of appropriate personal protective equipment (PPE)
- Work distancing, such as
  - Minimization of unnecessary social interactions
  - Minimization of face-to-face meetings or conferences
  - Maintaining a 6 foot distance between individuals
  - Modification of worker’s schedules
- Telecommuting (for appropriate staff members)
- Temporary Office Closure
Absences
Absenteeism may be for a variety of reasons: illness/incapacity; caring for other family members, or school closures.

Staff members should use their discretion when determining their state of health. If a staff member shows signs & symptoms of a known pandemic illness they should do the following:
1) Refrain from coming into the office, or if at the office already, go home
2) Notify the CBCCF HR Department
3) Seek immediate medical attention
4) Do not return to work until such time that they are symptom free, past the contagious period, and released for work by your doctor. (A doctor’s release will be required to return to work if absent for 3 days)

Staff members who become ill or have an immediate family member who becomes ill and must be away from work have several options for dealing with their absence:

Your illness:
If your doctor states that you need to be away from work for more than 3 days, you may request to be covered under a leave of absence or the Family & Medical Leave Act. If approved, this absence will use up Sick & Vacation PTO that you have accrued, before putting you on a non-paid absence. Acquiring this leave will protect your job under the CBCCF leave of absence policy (see Employee Handbook). Some illnesses are also covered under Short Term Disability if absence lasts for 15 days or more.

Family member illness:
If you must care for an immediate family member (spouse, child, parent) & need to be away from work for more than 3 days, you may request to be covered under a leave of absence or the Family & Medical Leave Act. If approved, this absence will use up Sick & Vacation PTO that you have accrued, before putting you on a non-paid absence. Acquiring this leave will protect your job under the CBCCF leave of absence policy (see Employee Handbook).

Maintaining Business Functions
Due to the type of work CBCCF does, it is essential that critical business functions are still operating during a pandemic. Staff who have not been affected by the pandemic may need to work extended hours and/or remotely to maintain critical operations. These employees would need to make personal arrangements for maintaining family needs during their absence.

Responsibility to Clients
CBCCF as Lead Agency shall ensure that all clients (children and families) receiving services from CBCCF shall be informed of precautions to take to prevent and protect
themselves from contracting the virus and/or what to do when they have contracted the virus. The case management agency assigned to the family shall be the point of contact in delivering this information to their assigned families and caregivers. Information shall be delivered during monthly home visits, shelter hearings, included in the parent handbook/packet that is given to all families upon initiation of services and available on the CBCCF website. Families shall also be directed to seek the advice of their medical practitioner/provider if further information is needed or they become ill. This same information shall be shared as well with all contracted licensed out-of-home care agencies. Additional information, requests and or requirements as mandated by the Department of Children & Families shall be shared with families and providers upon receipt by CBCCF.

5.5 EMERGENCY EVACUATION

The goal is to provide a safe exit and meeting location in the event an emergency evacuation of the building. The highest priority is the preservation of the lives and safety of the people in the area. If the disaster is of a nature that makes orderly evacuation impossible, every effort will be made to get all personnel to safety as quickly as possible.

Notified Disaster Preparedness & Recovery Management Team members should:

- If not already done, activate the evacuation alarm and evacuate the building and assemble employees in the front parking lot of the building.
- Once evacuated, take a head count of all employees. Ensure any contracted providers do the same if the building they are housed in is affected.

6  RECOVERY/RESTORATION PHASE

6.1 Recovery/Restoration Process

Once a disaster is declared, the Disaster Preparedness & Recovery Management Team Leader is responsible for the overall recovery & restoration of the operations back to pre-disaster condition.

CBCCF out sources various services: payroll, email, general office applications, internet access and accounting systems and data. In the event of an interruption, CBCCF would need to recover these services and establish general network functions. Personnel would need to be able to access the network, either directly or by remote access. Many of the processes would not be directly affected by a location out of service. To do so, critical resources, particularly the most critical information and applications of the network, voicemail, and telecommunications must be restored as soon as possible.

This and succeeding sections provide a description of the activities required to begin recovery.
6.2 DISASTER RECOVERY & MANAGEMENT TEAM PROCEDURES FOR RECOVERY/RESTORATION

1. Once event is over, perform an overall assessment of the status of the facilities.

2. Receive and manage incoming status reports from the Recovery/Restoration Teams as the execution of the plan progresses.

3. Assess progress of the plan's execution based on reports and data received to make appropriate business decisions or requests.

4. Mobilize external resources (vendors, other agencies, consultants, etc.) to handle more complex problems or issues when required.

5. Oversee Damage Assessment & Status Determination by each Recovery/Restoration Team to determine:
   - the degree of damage, if any, to the buildings
   - the potential duration that the building will be inaccessible
   - the degree of damage to the work space & equipment,
   - the availability of utility services (such as telephone lines & internet)
   - first level impression of damage to documents and records.

6. Be prepared to make public relations or similar comments to the press or news media. Depending upon the nature of the event, it may be necessary to make limited public relations statements to the news media regarding the nature of the event and recovery efforts. These statements should be as positive as the situation allows. Any such comments should be reviewed with Senior Management. This step may be necessary in the Recovery Phase as well. A sample statement could be:

   “(Last evening, early this morning, etc.) the office(s) of Community Based Care of Central Florida, Inc. sustained significant damage as a result of a (describe cause) striking this facility. The seriousness of this event has mandated that the company relocate operations to a new location. Community Based Care of Central Florida, Inc. has a detailed Disaster Preparedness & Recovery Plan in place and that Plan has been activated. Every effort has been made to contain and minimize damage and we fully anticipate reinstating a full functionality within (24, 48, 72) hours. We regret any inconvenience this may have caused, but please rest assured that we will resume full operations as quickly as possible.”

7. Meet with local officials, the Recovery/Restoration Teams and construction officials to review and approve the proposed restoration schedule.

8. Formally declare an end to the emergency situation, once operations have been restored at the permanent site.
8. Meet with Recovery Teams and vendors (if necessary) to assist in post execution analysis.

9. Incorporate feedback or modifications from this into the plan’s next revision.

6.3 TEAMS FOR RECOVERY/RESTORATION

Several Infrastructure Recovery/Restoration efforts will be undertaken to recover the business during the Recovery/Restoration Phases. The following Infrastructure services are identified:

- **Technology**  
  (Members: MIS Director, COO, AOK Networking)
- **Facility**  
  (Members: County Executive Director(s), Human Resources Manager, COO, CEO)
- **Logistics**  
  (Members: Human Resources Manager, County Director(s), CEO)
- **Finance**  
  (Members: Controller, Finance Director, CFO)
- **Human Resources**  
  (Members: Human Resources Manager, COO, CEO)
- **Physical Records**  
  (Members: Director of Administration, Information & Eligibility Managers)

The decision of which recovery/restoration teams will be activated will be made by the Disaster Preparedness & Recovery Management Team and will be based on the specific nature of the disaster. The members will mobilize and begin recovery/restoration operations. From the time the disaster is declared and all personnel are notified to assume their recovery roles, the focus of all immediate activities will be the rapid and orderly recovery of critical functions.

6.3.1 TECHNOLOGY RECOVERY/RESTORATION TEAM

OBJECTIVES

Ensure the recovery/restoration of data communication networks and internet links. Once connectivity is achieved, revert to a maintenance and support role where it will monitor and maintain connectivity among all external entities. Reports both initial and comprehensive findings to the Disaster Preparedness & Recovery Management Team.

These operations are highly integrated with the insurance claim process and, in some cases, represent the single opportunity to retrieve sensitive source documents and data.
Some collaboration with the Finance Team, Logistics Team, & Facility Team will be needed.

The team will also ensure the salvage and repair (where applicable) of computer equipment and hardware after the event and assist with the salvage of any computer records.

**RESPONSIBILITIES**

1. Once the facility is safe to re-enter, perform an initial assessment of the computer and hardware equipment.

2. Establish communications with vendor representatives (i.e. telecommunications, and computer equipment vendors) & determine the probable duration of any outages.


4. Conduct a detailed assessment and inventory of the computer hardware, telecommunications equipment, and peripherals. All equipment should be inventoried.

5. Arrange to remove and store any damaged equipment.

6. Arrange to have a salvage/repair vendor provide a cost estimate for repairs for equipment.


**Recovery/Restoration of Data Processing**

These procedures will direct the recovery priority of workstations, servers, applications, telecommunications, CBCCF company computers and other technology resources. The technology environment may temporarily be restored to an emergency restoration configuration and may not necessarily replicate the day-to-day production environment. This set up may include a virtual environment created from server images and/or work remotely.

Restoration includes loading operating systems and applications software, and data files (where backed up through the network)

The following equipment would need to be restored in the following priority:

<table>
<thead>
<tr>
<th>SERVER NAME</th>
<th>FUNCTION</th>
<th>MODEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>366DC</td>
<td>Domain Controller</td>
<td>Dell PowerEdge T300</td>
</tr>
<tr>
<td>366Exchange</td>
<td>E-mail server</td>
<td>Dell PowerEdge 2900</td>
</tr>
</tbody>
</table>
**STRATEGY**

The order in which equipment comes back online relies largely on the extent of the disaster/damage. Domain servers are identical from server to server. As such the alternative service location will support continued services. Core vendor will assist in securing any replacement hardware (especially servers) quickly.

**Recovery of Voice Communications**

Voice communications is an important support function for CBCCF. CBCCF currently utilizes AT&T & Level 3 Communications as their telecommunications carriers.

**STRATEGY**

Recovery of voice communications can be arranged by requesting AT&T & Level 3 Communications to repair or redirect the lines of the CBCCF.

**Recovery of Internet**

CBCCF employees rely on the internet to conduct operations. Access to the internet is essential for CBCCF to continue normal operations. Service is by My Florida Network (MFN) through AT&T/Level 3.

**STRATEGY**

Recovery of service will be done by AT&T/Level 3 and/or MFN.

**6.3.2 FACILITY RECOVERY/RESTORATION TEAM**

**OBJECTIVES**

Responsible for analyzing the salvage ability of physical structures necessary for the operation of the CBCCF system. Reports both initial and comprehensive findings to the Disaster Preparedness & Recovery Management Team. Some collaboration with the Technology Team, Physical Records Team, Finance Team, Logistics Team, & Human Resource Team will be needed.
Arrange repair of the facility as soon as cost effectively as possible or assist with arranging a permanent relocation to a new site.

RESPONSIBILITIES

1. Obtain an immediate assessment of the safety of the building from the local emergency authorities on the scene to determine inhabitability.

2. Establish communication with applicable vendor representatives (i.e. public utility, landlords) & determine the probable duration of any outages.

3. Facilitate a comprehensive assessment of damage to the building pertaining to the safe operation of CBCCF (if required).

4. Provide an initial analysis of the damage to the Disaster Preparedness & Recovery Management Team with recommendations on whether the CBCCF facilities can support CBCCF operations after a disaster has occurred:
   a. The facility can be repaired and re-used;
   b. The facility must be re-built at its current location;
   c. The facility must be re-built in another location.

5. Assess damage to non-computer equipment and develop a list that indicates undamaged, damaged but salvageable, and unsalvageable equipment.

6. Assemble information for purchasing necessary equipment. This information will be used for purchasing and insurance claim processing.

7. Facilitate the repair or reconstruction of the building. Schedule a walk-through of the new or restored facility and review any final tasks that must be completed prior to relocating to this facility.

Building Repair
- Confirm that the facility is suitable for repair. Retain engineers to assist in this determination and consult with CBCCF insurance carriers.
- Ensure all water has been extracted from the building (if applicable). Check for mold growth.

New Building Development
- If the decision is made to rebuild the facility, coordinate with vendors, resolve contractor problems and develop a budget and allocate expenses associated with the rebuilding effort.

8. Confer with the Technology Team to determine the timing of the switch of computer operations to the new or restored facility. Confer with all business units to determine
if they have any specific concerns regarding the move.

6.3.3 LOGISTICS RECOVERY/RESTORATION TEAM

OBJECTIVES

This team will be responsible for logistics of any temporary operation sites that may be setup when a permanent operation site is unavailable. Initial and comprehensive findings should be reported to the Disaster Preparedness & Recovery Management Team. Some collaboration with the Technology Team & Facility Team will be needed.

Temporary Relocation

If there is reason to believe that the effects of a disaster may extend beyond one day, the Disaster Preparedness & Recovery Management Team Leader may initiate the procedures for temporary relocation. This will involve the relocation of key personnel to a temporary work location.

Recovery/Restoration of Operations

If a permanent site is not available, the migration of operations to the temporary site should be initiated.

STRATEGY

If the Administrative Support Center has been damaged, key personnel will be relocated to the County Service Center locations and vise versa, if possible. If a temporary site cannot be established right away, staff should utilize CBCCF’s ability to connect to software applications remotely until a site can be established.

Recovery of Mail Services

CBCCF relies on domestic mail services from the USPS and various overnight vendors.

STRATEGY

Check the availability of various points of service by the USPS and overnight services. Reroute mail services to temporary relocation site, if applicable.
6.3.4 FINANCE RECOVERY/RESTORATION TEAM

OBJECTIVES

Ensure proper coding of disaster-related replacement, relocation, & rebuilding costs for insurance reporting, in addition to acting as a liaison with the insurance companies. Responsible for coordinating purchasing information for the purchase of any supplies or equipment during disaster situations. Some collaboration with the Technology Team, Facility Team, & Human Resource Team will be needed.

RESPONSIBILITIES

1. Advise insurance carriers of the disaster (provide as much detail as possible) & track carrier’s actions. Coordinate with the Facility Recovery/Restoration & Technology Recovery/Restoration Team to meet insurance adjusters at facility to review all damage.

2. Collect (from Disaster teams) and maintain a record of all disaster related losses (equipment, furnishings, etc.) and expenses (relocation costs, extra salary costs, transportation, lodging, meals).

3. Arrange to provide timely payments to disaster related vendors, suppliers and distributors.

4. Coordinate purchasing information for all replacement supplies/equipment.

5. Compile a final accounting of expenses, rebuilding/ construction costs, travel and lodging expenses, replacement costs, overtime, and all other monetary outlays associated with the recovery efforts.

6. Request a preliminary (or final, if appropriate) disposition of insurance claims.

6.3.5 HUMAN RESOURCE RECOVERY/RESTORATION TEAM

OBJECTIVES

Ensure safety and well being of employees in all phases of a disaster. Responsible for assisting in the resumption of normal business with as little interruption as possible. Some collaboration with the Finance Team & Facility Team will be needed.

PROCEDURES

1. Make appropriate internal communications message to employees notifying status of recovery.
2. Refer personnel to the appropriate employee assistance services as needed.

3. In the event of injury or loss of life to staff members, the CEO will notify family members.

4. Be prepared to assist family members with preparing and filing health insurance claims and other benefits as needed.

5. Evaluate potential personal and family issues (i.e. child care) resulting from an interruption and define strategies to mitigate their impact on business continuity.

6. Oversee manpower management for the teams and departments. Coordinate compensation disbursements as required.

7. Contact any employees who are off-site for return to their assigned relocation site.

### 6.3.6 PHYSICAL RECORDS RECOVERY/RESTORATION TEAM

**OBJECTIVES**

This team will be responsible for recovering & restoring physical records that are essential to business operations. During a disaster, physical records may have been damaged, depending on the ability to prepare for the disaster. Some collaboration with the Facility Team will be needed.

**RESPONSIBILITIES**

1. Evaluate the condition of physical records & report findings to the Disaster Preparedness & Recovery Management Team.

2. Take inventory of records to include the following:
   - Records that do not need repair
   - Records that need to be repaired
   - Records that are damaged beyond repair and need to be replaced
   - Records that are damaged beyond repair and cannot be replaced

3. Restore documents to their prior condition if possible. Resources for records restoration could include reprinting documents from FSFN, the CBCCF network servers, Finance applications, or other sources.

4. Send final findings of case records status to the Department of Management Services & the DCF Contract Managers.
The Disaster Preparedness & Recovery Management Team will first contact each team Captain to provide information on what to communicate to staff. Team Captains should contact staff on their designated team & inquire as to where the person was during the disaster and whether he or she was injured. If staff members do not hear from their Team Captain within 24 hours after the disaster has passed, they should attempt to contact them. If no contact is made, the staff member should contact a different Team Captain or the CEO directly.

On every contact attempt, if a voicemail is available, you should leave a message. All Emergency Team Captains will report to Team 1 Emergency Team Captain (President/CEO) after they have heard form everyone on their team.

If a Team Captain is not able to get in touch with someone on their team within 24 hours after the first attempt, the Team 1 Emergency Captain, CEO, will make a decision on whether to notify emergency personnel.

A Staff Emergency Phone List will be distributed periodically.

<table>
<thead>
<tr>
<th>Team 1</th>
<th>Team 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>CEO</td>
<td>COO</td>
</tr>
<tr>
<td>VP Comm &amp; Gov Relations</td>
<td>Director of Utilization Management</td>
</tr>
<tr>
<td>Community Relations Specialist</td>
<td>Director of Licensing</td>
</tr>
<tr>
<td>Quality/Training Director</td>
<td>Director of Administration</td>
</tr>
<tr>
<td>Quality/Accreditation Manager</td>
<td>Information &amp; Eligibility Manager NW</td>
</tr>
<tr>
<td>Training Manager</td>
<td>Information &amp; Eligibility Manager SE</td>
</tr>
<tr>
<td>VP of Community Impact and Leadership Development</td>
<td>ASC Receptionist</td>
</tr>
<tr>
<td>Public Allies Program Manager</td>
<td>Office Administrator</td>
</tr>
<tr>
<td>Executive Assistant (CEO)</td>
<td>Human Resources Manager</td>
</tr>
<tr>
<td></td>
<td>Human Resources Assistant</td>
</tr>
<tr>
<td></td>
<td>MIS Director</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Team 3</th>
<th>Team 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>CFO</td>
<td>Seminole County Executive Director</td>
</tr>
<tr>
<td>Controller</td>
<td>County Quality Manager</td>
</tr>
<tr>
<td>Accountant</td>
<td>County System of Care Trainer</td>
</tr>
<tr>
<td>Master Trust Accountant</td>
<td>County Administrative Assistant</td>
</tr>
<tr>
<td>Accounting Specialist</td>
<td>Adoptions Manager</td>
</tr>
<tr>
<td>Finance Director</td>
<td>Diversion Manager</td>
</tr>
<tr>
<td>Budget Analyst</td>
<td>Service Center Receptionist</td>
</tr>
<tr>
<td>Network Support Director</td>
<td>Building &amp; Safety Manager</td>
</tr>
<tr>
<td>Network Support Manager</td>
<td>IL Manager</td>
</tr>
<tr>
<td></td>
<td>Operations Support Manager</td>
</tr>
<tr>
<td>County Utilization Manager</td>
<td>Information &amp; Eligibility Specialist</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-------------------------------------</td>
</tr>
<tr>
<td>Lead Information &amp; Eligibility Specialist</td>
<td>Records Management Specialist</td>
</tr>
<tr>
<td>County Licensing Manager</td>
<td>County Foster Parent Trainer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Team 5</th>
<th>Team 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>FACTS Project Director</td>
<td>Pathways to Home Executive Director</td>
</tr>
<tr>
<td>Data Coordinator</td>
<td>Office &amp; Property Manager</td>
</tr>
<tr>
<td>Technical Assistance Coordinator</td>
<td>Development Director</td>
</tr>
<tr>
<td>Lead Family Contact</td>
<td>Program Director</td>
</tr>
<tr>
<td>Youth Coordinator</td>
<td>Eligibility Specialist</td>
</tr>
<tr>
<td>Cultural Competency Coordinator</td>
<td>Case Managers</td>
</tr>
<tr>
<td>Service Delivery Coordinator</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Team 7</th>
<th>Team 8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Osceola County Executive Director</td>
<td>Orange County Executive Director</td>
</tr>
<tr>
<td>County Quality Manager</td>
<td>County Quality Manager</td>
</tr>
<tr>
<td>County System of Care Trainer</td>
<td>County System of Care Trainer</td>
</tr>
<tr>
<td>County Administrative Assistant</td>
<td>County Administrative Assistant</td>
</tr>
<tr>
<td>Adoptions Manager</td>
<td>Adoptions Manager</td>
</tr>
<tr>
<td>Diversion Manager</td>
<td>Diversion Manager</td>
</tr>
<tr>
<td>Service Center Receptionist</td>
<td>Service Center Receptionist</td>
</tr>
<tr>
<td>Building &amp; Safety Manager</td>
<td>Building &amp; Safety Manager</td>
</tr>
<tr>
<td>IL Manager</td>
<td>IL Manager</td>
</tr>
<tr>
<td>Operations Support Manager</td>
<td>Operations Support Manager</td>
</tr>
<tr>
<td>Court Liaison</td>
<td>Court Liaison</td>
</tr>
<tr>
<td>County Utilization Manager</td>
<td>Lead Wraparound Specialist</td>
</tr>
<tr>
<td>Information &amp; Eligibility Specialist</td>
<td>DJJ Liaison</td>
</tr>
<tr>
<td>Records Management Specialist</td>
<td>County Utilization Manager</td>
</tr>
<tr>
<td>County Licensing Manager</td>
<td>Information &amp; Eligibility Specialist</td>
</tr>
<tr>
<td>County Foster Parent Trainer</td>
<td>Lead Information &amp; Eligibility Specialist</td>
</tr>
<tr>
<td>Community Relations Manager</td>
<td>Records Management Specialist</td>
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<tr>
<td></td>
<td>County Licensing Manager</td>
</tr>
<tr>
<td></td>
<td>County Foster Parent Trainer</td>
</tr>
<tr>
<td></td>
<td>Community Relations Manager</td>
</tr>
</tbody>
</table>