Continuity of Operations in Disasters

Revised July 2023

FOREWORD

The State of Florida is vulnerable to a variety of hazards that threaten its citizens, communities, and the environment. The Continuity of Operations Plan (COOP) establishes the framework to ensure that the Children's Network of Southwest Florida and all service providers in our system of care will be sufficiently prepared to manage all hazards. The COOP outlines roles and responsibilities of the different agencies and local governments before, during and after an event.

The changing threat paradigm and recent emergencies, including localized acts of nature, viral outbreaks, accidents, technological emergencies, active shooter, military or terrorist attack-related incidents, have shifted awareness to the need for viable COOP capabilities which enable agencies to continue their essential functions across the broad spectrum of emergencies. Also, the potential for terrorist use of weapons of mass destruction/disruption has emphasized the need to provide the Governor of Florida the capability to ensure continuity of essential functions continues. Therefore, the Children's Network of Southwest Florida and all contracted providers in the system of care will work together to provide for the safety and well-being of all people in our care.

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Numbers activated in an emergency

1-855-933-KIDS

239-226-1524

FOR STAFF AND CARETAKERS TO GET ESSENTIAL INFORMATION

211
CHARLOTTE, COLLIER, LEE, HENDRY AND GLADES COUNTIES
Critical Information provided by United Way in conjunction with county Emergency Operations Centers

INTRODUCTION

A. Purpose

This Continuity of Operations Plan (COOP) established policy and guidance to ensure the execution of the Children's Network of Southwest Florida and all Case Management Organization (CMO) mission essential functions in the event that any county is threatened or incapacitated, and the relocation of selected personnel and functions is required.

The most urgent priority is to assure the safety of the children and families in our care. Therefore the plan is focused on maintaining or restoring the infrastructure needed to assure that everyone is accounted for and safe.

1. Operations
   a. Caretakers and children are safe either in their own homes or in a place of refuge
   b. The Children's Network and its Case Management Organizations and other providers know where every child and family is located if evacuation is required
   c. New cases accepted during the emergency are managed
   d. Staff is relocated to a safe place if their base of operations is damaged
2. Communications
   a. Families, case managers and lead agency staff have a way to find out information about the emergency
   b. Electronic information is preserved
   c. Staff members have a way to communicate with one another
3. Dealing with the aftermath
   o Human needs
   o Structural needs

Specifically, this plan, in accordance with requirements of DCF contract #QJ016, which references Public Law 109-288, Section 6 is designed to:

1. Ensure that the Children's Network of Southwest Florida and all contracted providers are prepared to respond to emergencies, recover from them, and mitigate against their impacts.

2. Assure that the Children's Network of Southwest Florida and all contracted providers are prepared to provide critical services in an environment that is threatened, diminished or incapacitated.

3. Establish and enact time-phased implementation procedures to activate various components of the plan to provide sufficient operational capabilities related to the event or threat.

4. Ensure the availability and continuation of services, both for pre-existing and newly identified needs.

B. Applicability and Scope

This document is applicable to the Children's Network of Southwest Florida, all Case Management Organization personnel, and Children's Network service providers.

C. Collaboration and Partnerships

The Children's Network of Southwest Florida is a member of the United Way in four of the five counties of the circuit. In addition we have signed a Memorandum of Understanding with other Lead Agencies pledging cooperation as needed in the event of a disaster. Finally, the Children's Network will work in close collaboration with the Department of Children and Families to assure the safety of the children and families receiving services in the Circuit. The Children's Network of Southwest Florida now has a sister agency in Tampa called the Children's Network Hillsborough which will provide help if needed.

OBJECTIVES

The objective of this COOP is to ensure that a viable capability exists to continue essential functions across a wide range of potential emergencies, specifically when the primary facility is either threatened or inaccessible. The objectives of this plan are to:

a) Ensure the continuous performance of essential functions/operations during an emergency including response to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases;

b) Protect essential facilities, equipment, records and other assets;

c) Reduce or mitigate disruptions to operations;

d) Provide for a time-phased implementation of partial or full execution of the Plan to reduce the effects of the emergency and shorten the crisis response time;

e) Identify and designate principal and support staff to be relocated;

f) Facilitate decision-making for execution of the plan and the subsequent conduct of operations; and,

g) Achieve a timely and orderly recovery from the emergency and resumption of full service to all clients.

PHILOSOPHY AND EMERGENCY PROCEDURES

A basic premise of the Children's Network of Southwest Florida is that children must feel safe in order to take the risk of trusting the adults and addressing the life issues that have brought them here. Therefore, it is a critical aspect of our policy and practice that we have procedures in place that will allow us to ensure the safety of the children, as well as the staff in an emergency. Toward that end we have adopted an emergency procedure program that has four basic elements:

Policy and Plans: Written policy, procedure and plans to address those emergencies most likely to occur at the Children's Network of Southwest Florida.

Establishment of responsibility: Determine which individuals, resources, and/or services are responsible (staff authority, fire department, police, etc.)

Training: Use of in-service training to familiarize all staff with the policy and plans, which includes how to immediately access the policy and plans.

Testing: Using drills and/or other testing measures to assess whether emergency actions are taken in a rapid and effective manner so as to ensure the safety of children and staff.

In addition to these four elements, an Emergency Action Handbook will be given to each employee.

PLANNING CONSIDERATIONS AND ASSUMPTIONS

In accordance with Federal guidance and emergency management principles, a viable COOP capability:

- Must be maintained at a high-level of readiness;

- Must be capable of implementation both with and without warning;

- Must be operational no later than three hours after activation;

- Must maintain sustained operations for up to 30 days; and,

- Should take maximum advantage of existing State and Federal and local government infrastructures.

The following assumptions were used as a basis of design for the plan's concept of operations and implementation procedures:

a) In the case of emergencies or potential emergencies, the Children's Network of Southwest Florida executive team, located at 2180 West First Street, Fort Myers, will mobilize an Emergency Response Team, activate a Continuity of Operations Plan and

designate an Alternate Relocation Point. The Department of Children and Families has a liaison in each county of the Circuit who is working with the county Emergency Operations Center to assure continuity of operations for the Department and its contracted providers.

b) The Alternate Relocation Point for the Emergency Response Team will be determined by the Chief Executive Officer of the Children's Network (CEO) or designee at the time of activation and will be based on the incident or threat thereof, risk assessments and execution timeframe.

c) The Emergency Response Team will consist of the Children's Network management team (CEO, Chief Operating Officer, Chief Financial Officer, Emergency Plan Coordinator and Director of Information Systems). Other management team members will serve as alternates as needed.

d) Mobile Communications will be used to ensure activation, direction and control of the COOP as well as relocation by the CEO and the relocation group until interoperable communications can be re-established at an assembly site or Alternate Relocation Point. Cell phones, if operable, will be used to communicate with each other and the key personnel at each Case Management Organization.

e) The Alternate Relocation Point will be a designated fixed site, which will be located at the Children's Network of Southwest Florida. In an event so severe that normal operations are interrupted, or if such an incident appears imminent and it would be prudent to evacuate the immediate area around the Children's Network, as a precaution, the CEO in consultation with the Emergency Response Team will determine another location at which to meet. The Alternate Relocation Point would be the Children's Network office on 4150 Ford Street Extension, Fort Myers, Florida 33916. The point of contact will inspect and order all supplies necessary for the Alternate Relocation Point. If none of the Children's Network offices is available, then the agency would request that the Emergency Operations Center on Ortiz Avenue in Fort Myers be the Alternate Relocation Center.

f) Such incidents could occur with or without warning and during duty or non-duty hours. Whatever the incident or threat, the COOP will be executed in response to a full range of disaster and emergencies to include natural disasters, terrorist threats and incidents, and technological disruptions and failures.

g) The Children's Network CEO will designate a liaison between the Department of Children and Families and the Children's Network to communicate the progress of the COOP. Unless otherwise determined, this liaison will be the Emergency Plan Coordinator.

WARNING CONDITIONS

With Warning: It is expected that, in most cases, the Children's Network of Southwest Florida will receive a warning of at least a few hours prior to an event. This will normally enable the full execution of this Plan with a complete and orderly transition to the Emergency Response Team, notification and activation of the Emergency Response Team and pre-identified Alternate Relocation Point.

Without Warning: The ability to execute this Plan following an event that occurs with little or no warning will depend on the severity of the emergency and the number of personnel that survive. If activation of the Emergency Response Team is not feasible because of the loss of personnel, temporary leadership will be passed to the Executive Director for Camelot Community Care.

Non-Duty Hours. Although sites may be rendered inoperable, it is likely that majority of staff could be alerted and activated to support operations for the duration of the emergency.

Duty Hours. If possible, this Plan will be activated and available members of the team will be deployed to support operations for the duration of the emergency.

OPERATIONAL HOURS

When conditions require activating the Continuity of Operations Plan, The Children's Network CEO, working with each CMO, will determine the hours of work for the recovery group. However, it is expected that the working hours of the activated Emergency Response Team and most relocated recovery groups will be during regular business hours with extended hours as needed.

Certain members of the recovery group must be prepared to support a 24-hour-per-day, 7-day-per-week operation.

ALERTING, NOTIFYING AND SECURING EACH BUILDING

Utilities

The Children's Network has a generator, extension cords and several gas cans that can be used during a total electrical outage. They are kept in our storage facility at 3333 Tamiami Trail in Ft. Myers. The Director of Information Technology/Facilities Manager will coordinate obtaining plastic bags and other supplies needed to protect equipment and files prior to an event with warning..

The Ford Street Extension facility has a generator capable of running the computer system there for several days. It is constantly tested and maintained.
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If there were a lack of food and a potable water supply and wastewater disposal systems, the Children's Network would secure a 72-hour food and water supplies from a local store (if advance warning was given of disaster). If the disaster were unexpected, we would utilize community resources such as Red Cross until we could secure our own adequate food and water supply. If there is an issue with wastewater disposal and/or sanitation problems, the staff would move to an alternate location until the problems are resolved.

Additional sites are located at 2232 Altamont Ave, Fort Myers, Florida 33901, 2180 West First Street, Fort Myers, Florida, 33901, 2503 Del Prado Blvd. third floor, Cape Coral Florida 33904; 19621 Cochran Blvd., Unit 4, Port Charlotte, Florida 33948; 825 East Cowboy Way, LaBelle, Florida 33935; 2606 S. Horseshoe Drive, Naples, Florida 34104; and 750 South Fifth Street, Immokalee, Florida 34142. Employees working in those sites would either travel to other offices or work from home if possible.

Training

In the event of a disaster, Children's Network has a Help Kids attachment that is given out to caregivers through case managers. See forms and attachments.

The Emergency Plan Coordinator or designee has the responsibility of training all staff on emergency operations annually. This will be done through Relias. We will review the emergency disaster preparedness and response sheet. We will document the training as participants enter their attendance into the training database. Training will also be provided to our CMO Program Directors during a CMO Directors meeting, after which they can relay information back to their personnel. Minutes from this training will also be taken. Additionally, the CNSWFL Disaster Plan in its entirety is posted on the Children's Network internal computer system for all staff to access along with disaster preparedness documents for their use.

The Human Resource Liaison is responsible for informing new staff on Emergency Operations within 5 business days of hire. The staff will review the Disaster Preparedness and Response Sheet and will sign for receipt of the document.

1) Alert Procedures: If the situation allows for warning, the Emergency Plan Coordinator will alert staff prior to a notification of the COOP activation. Phone numbers will be updated semi-annually.

   a) Information and guidance for Children's Network staff and Case Management Organization (CMO) staff will normally be passed telephonically using existing communication methods including cell phones. Depending on the situation, current information will also be available via:

      - A COOP hotline – 239-226-1524

      - Announcements released to local radio and TV stations.

      - Dialing 211

   b) Staff will be notified to listen for specific instructions. All Children's Network staff members should remain at their office or home until specific guidance is received from their supervisor.

   c) Children's Network CEO will direct the activation of the COOP.

d) Notification will be deployed to the primary contacts at each Case Management Organization.

2) Notification procedures for Case Management Organizations and clients during emergency situations

    a) If evacuation is necessary, foster parents or caregivers will evacuate families according to evacuation procedures communicated via each county.

    b) The child welfare case managers will initiate communications with the relative and non-relative caregivers to determine the family/caregiver's evacuation plans as well as provide written verification through documentation. This information will then be forwarded to the Program Director of each organization providing casework services. Case managers will assure the families have critical demographic, health and service needs information with them for the children in their care.

    c) For foster parents, the Director of Foster Care Licensing's staff will perform the same duties listed in (b); for children in residential care and specialized placements, including emergency shelters, the Utilization Management Director will coordinate the duties listed in (b).

    d) The CMO Program Director or designee will notify the Emergency Response Team at the Children's Network of the evacuation process.

    e) The Foster Parents and/or Caregiver will notify child welfare case manager of the family's return.

    f) The child welfare case manager will notify their Program Director or supervisor who will then communicate that to the Children's Network.

    g) The Children's Network will communicate all whereabouts and safety of each child and family to the liaison at the DCF Regional Service Center or, if appropriate, at the Alternate Relocation Point.

    g) The Childrens Network of SW Florida will notify DCF of the place of operations in the case of disaster for the purpose of continuation of provision of services for old and new populations affected and people coming from the disaster-stricken areas to our area.

3) **Staffing Plan during an Emergency Related to Hurricane/Severe Weather**

The primary contacts in the event of an emergency for each Case Management Organization are listed below:

    a) **Lutheran Services of Florida**

Theasha Gibbs, Program Director
    Office phone – 239-461-7674

Cell phone – 239-470-0016

Lindsey Dupuis, Assistant Program Director
   Office phone – 239-461-7615
   Cell phone – 239-379-0122

Michelle Scott, Assistant Program Director
   Office phone – 239-461-7651
   Cell phone – 239-357-8863

b) Camelot South

Jennifer O'Bryan, Executive Director
   Office phone – 941-613-3934
   Cell phone – 239-980-3742

Program Director, Kayla Brooks
   Office phone 239-213-4109
   Cell phone 239-826-6411

c) Camelot North

Jennifer O'Bryan, Executive Director
   Office phone – 941-613-3934
   Cell phone – 239-980-3742

Melissa London, Program Director
   Office phone – 941-613-3934
   Cell phone – 239-672-0153

d) Children's Network

Melissa Schoenagel, Director of Kinship Licensing
   Office phone – 239-226-2959
   Cell phone – 239-240-6567

Nicole Del Rio, Director of Kinship Case Management
   Office phone – 239-242-5952
   Cell phone – 239-940-2035

David Hernandez – Senior Director of Family Support Services
   Office phone 239-292-6863
   Cell phone- 239-292-6863

Lori Feige – Director of Foster Care Licensing
   Office phone – 239-461-8384
   Cell phone – 462-1857

a.) Any home, including in- home, relatives, non-relatives and licensed foster homes that are under the supervision of the Children's Network will be required to complete the agency's Disaster Preparedness Plan for Caregivers form, and maintain those forms at the Case Management Organization prior to the placement of children in that home. A copy of this form must be placed in the electronic file of each child in care. A copy of each plan will also remain on file at the Children's Network programs office, located at 4150 Ford Street Extension, Ft Myers, FL 33916.

b.) The Emergency Plan Coordinator and a designee at each Case Management Organization will monitor weather forecasts daily, especially during hurricane season.

c.) Every child welfare case manager **will** carry a cell phone, with voice mail, and be **available 24 hours daily during a disaster.** The Program Directors and Executive Directors of each Case Management Organization and the Children's Network will be available 24 hours a day by office or cell phone. Children's Network child welfare case managers **will** also carry a cell phone, with voice mail, and be **available 24 hours daily during a disaster.** A list of emergency phone numbers shall be maintained by the Children's Network of Southwest Florida and the Case Management Organization. (Located in attachment section of plan). In the event telephone communication is not available and texting is not functional, staff will meet at a pre-determined location if the nature of the emergency is such that planning for an alternate site is possible.

d.) Each foster home **will** be contacted by the designated staff member and advised if a hurricane evacuation has been a directive. Foster parents will notify the designated staff member of their anticipated time of departure to follow the hurricane evacuation route.   Foster parents will advise of their shelter destination as established by local authorities.

e.) The person making contact with the caregivers will phone or text the Program Director at each Case Management Organization to update the plan for each family. The Program Director will fax or call the Emergency Response Team designee with that information, if the information is different than previously recorded and filed.

f.) When the evacuation order is lifted, the caregivers for out of home care will phone the designated staff person to advise that the family has returned home or to an alternate emergency location. This information will then be relayed to the Program Director at the Case Management Organization and submitted to the Emergency Response Team designee.

g.) The Children's Network of Southwest Florida Emergency Response Team will divide the Circuit by counties and will be responsible for all documentation on the whereabouts of all children and their out of home caregivers and families that are receiving services through in-home supervision.

4) **Staffing Plan during an Emergency related to Tornado**

a.) In the event that severe weather generates tornado warnings or tornado watches, the Children's Network along with Case Management Organizations will continuously monitor the weather conditions via the television, radio and Internet.

b.) Children in care who are either in-home supervision or foster care during a tornado watch **should** be under the direct and immediate supervision of their caregivers or, if at school, the appropriate school administrators.

c.) If conditions deteriorate to the point where a tornado appears imminent, the foster parents and other in-home protective supervision families will ensure that they and the children take safe cover in an interior room in the home. During this time, all exterior doors and windows should be kept closed and, if possible the door to the interior room should also be kept secured, if time allows. This will be communicated through constant communication with the Child Welfare Case Manager. Each Program Director from the Case Management Organizations throughout the Circuit will keep documentation of all calls with their families and communicate this back to the Emergency Response Team Designee.

d.) If a tornado does touch down in the vicinity of a substitute care location, the care provider is to maintain direct and immediate supervision of the children in care until the emergency has passed and the warning has been lifted by the local County emergency officials.

e.) Once the warning has been lifted, the caregiver should continue to maintain supervision of the children in care until it has been determined that there is no lingering danger resulting from debris, downed power lines etc.

f.) When the weather clears, the foster parents and/or families under protective supervision will notify the Child Welfare Case Managers that the situation has cleared and will provide information regarding the health status of the entire household.

g.) The child welfare case manager will contact the Program Director to provide information regarding the safety of the foster family, which will be relayed to the Emergency Response Team designee.

5) **Plan for Securing a Building**

a.) Children's Network offices and their Case Management Offices are located in the following areas:

1) Lead Agency
a) Children's Network of Southwest Florida Administrative office
2180 West First Street, Fort Myers, Florida 33901
b) Children's Network Lead Agency office
2232 Altamont Avenue, Fort Myers, Florida 33901
c) Lead Agency Training Staff and Programs Department
4150 Ford Street Extension Suite 1A
Ft. Myers, FL 33916
d) Children's Network case management

2503 Del Prado Blvd. third floor, Cape Coral Florida 33904
4150 Ford Street Extension, Fort Myers, Florida 33916
2232 Altamont Avenue, Fort Myers, Florida 33901

2) Lutheran Services of Florida
   4150 Ford Street Extension Suite 1C, Ft. Myers, FL 33916

3) Camelot South
   825 East Cowboy Way, Suite 105, LaBelle, Florida 33935
   2606 South Horseshoe Drive, Naples, Florida 34104
   750 South 5th Street, Immokalee, Florida 34142

4) Camelot North
   19621 Cochran Blvd., Unit 4, Port Charlotte, Florida 33948

b.) During a severe weather emergency or other emergency requiring implementation of this plan, the buildings located at the above locations along with all files and equipment will be secured. An order relieving staff from further duty will be issued by the Children's Network Emergency Response Team. Those orders will be issued in time to assure the safety of staff, and the ability of staff to attend to the safety needs of their own families.

c.) If it becomes necessary to immediately evacuate any of the aforementioned buildings due to fire, bomb threat, chemical spill, or any other life threatening situation, staff is to leave the building by the closest exit and to assemble across the street from that exit until all staff can be accounted for.

d.) If it is necessary to secure any of the buildings due to warning of hurricane or flood or any other emergency, staff are to do the following under the direction of the Director of Information Technology:

1) Assure electronic records are secure and backed up.

2) Place all client files in metal file cabinets if applicable.

3) Place all active employee files in metal file cabinets.

4) Cover all computers and other electronic equipment with plastic trash bags

5) Wherever possible, move equipment to the most secure location in the building. This should include raising equipment from the floor, removing equipment from locations that are near outside windows, and moving files and other documents from the floor or lowest file drawers to a higher location.

6) For laptop users, users will take their laptops and other related computer items to their residence or place of re-location.

RESPONSIBLITIES AND PROCEDURES

Emergency Response Team Procedures

A. <u>Office of the Chief Executive Officer of the Children's Network of Southwest Florida</u>

1. Ensure that each Case Management Organization appoint a COOP point of contact for coordination and implementation of the Circuit COOP and keep the CEO informed of any changes in the designation of the COOP POC.

2. Ensure that individual Case Management Organizations develop Implementation Plans that support the Children's Network COOP and address the unique aspects of their respective requirements, plans or procedures.

3. Identify mission essential functions and update as necessary.

4. Establish an order of succession to positions of leadership within the organization.

5. Pre-delegate authorities for making policy determinations.

B. <u>Communications Responsibilities (currently handled by the Emergency Plan Coordinator).</u>

1. Perform functions in support of the Office of the Chief Executive Officer

2. Serve as liaison with the Department of Children and Families.

3. Ensure that Alert and Notifications procedures are complete, accurate and updated when personnel or contact numbers change.

4. Develop Communications Plan to ensure contact and information flow with all identified critical customers, including guidance to the CMOs.

C. <u>Chief Operating Officer and Case Management Organization Responsibilities</u>.

1. Notify the Lead Agency, The Children's Network of Southwest Florida, of disaster plan and implementation status in a disaster.

2. In conjunction with the Lead Agency, support the orderly transition of all mission essential functions, personnel, equipment and records to a new or restored complex.

3. Ensure that Alert and Notification procedures, including cascades, are complete, accurate, and updated when personnel or contact numbers change.

4. Provide decision-making assistance to the CEO of the Lead Agency.

5. Prepare supplemental plans and procedures specifically addressing operations in an emergency that would require the activation of a disaster plan.

6. Develop program specific COOP Implementation Plans.

D. <u>Personnel Coordination</u>.

1. Ensure only personnel who are needed for the continuous execution of mission essential functions will be included on individual CMO and Children's Network of Southwest Florida COOP Implementation Plan rosters.

2. Following activation and deployment, CMOs may request additional personnel to augment staff at the Alternate Relocation Point, if space is available. If space is limited, two 12-hour shifts may be employed.

E. <u>Security and Access Controls</u>

The Children's Network of Southwest Florida and each CMO will ensure the COOP Evacuation Plans are coordinated if a COOP activation is required. Each program is responsible for the protection of personnel and vital records and databases before, during and after COOP operations.

Plan Execution

1) **Alert and Notification Procedures**

   Upon receipt of a COOP from the CEO of the Children's Network of Southwest Florida, or a designated successor, the Emergency Response Team point of contact notifies each CMO point of contact, who in turn, notify their staff using their internal telephone notification cascades. Secondary methods of communication may be via personal contact, telephone, cell phone, Internet, text, radio and TV broadcasts, or a combination thereof. If phone service is unavailable, staff has been advised to use Internet, radio and TV if available. Phone lists are updated as new staff are hired or current staff leave, but at a minimum, semiannually. They are available on the T:drive.

2) **Activation Procedures – Duty Hours**

   a) The CEO of the Children's Network of Southwest Florida notifies the Emergency Response Team point of contact of the emergency requiring activation of the COOP.

   b) The Emergency Response Team point of contact activates the COOP and notifies the appropriate personnel at the Circuit 20 offices.

   c) The Emergency Response Team point of contact directs each CMO POC to begin movement of team to an assembly site or the designated Alternate Relocation Point facility immediately.

   d) Emergency Response Team immediately deploys to a designated Alternate Relocation Point to assume mission essential functions.

   e) Other employees remain on duty pending further guidance.

3) **Activation Procedures – Non-Duty Hours**

   a) The CEO of the Children's Network of Southwest Florida notifies the Emergency Response Team POC of the emergency requiring activation of the COOP.

   b) The Emergency Response Team point of contact activates the COOP and notifies the appropriate Alternate Relocation Point

Facility Manager.

c) The Children's Network of Southwest Florida personnel and other Case Management Organization employees are directed to remain at home pending further guidance.

4) Deployment and Departure Procedures
The CEO of the Children's Network of Southwest Florida notifies the Emergency Response Team POC of the emergency requiring activation of the COOP.

RECONSTRUCTION AND TERMINATION

Within 24 hours of an emergency relocation, with the support of each CMO, operations will begin to salvage, restore and recover each complex after the approval of the local and Federal law enforcement and emergency services involved. Reconstruction procedures will commence when an authorized person ascertains that the emergency situation has ended and it is unlikely to recur. Once this decision has been made, one or a combination of the following options may be implemented, depending on the situation.

a) Continue to operate from the Alternate Relocation Point with support from other State and local agencies, if necessary.

b) Begin an orderly return to each office and reconstitute from remaining Circuit or other resources.

c) Begin to establish a reconstituted site in some other facility in the county.

1) Procedures

Upon a decision by an authorized person that an office can be reoccupied or that a different facility will be established as a new office:

a) Each contracted provider will oversee an orderly transition of all functions, personnel, equipment, and records from the Alternate Relocation Point to a new or restored facility.

b) Each organization will designate a reconstruction POC to work with various personnel regarding reconstruction.

c) Prior to relocating to any facility, the reconstruction POC in coordination with CNSWFL management team, will conduct appropriate security, safety and health assessments for suitability.

d) When the Emergency Response Team and necessary equipment and documents are in place at the new or restored offices, the staff remaining at the ARP will transfer mission-essential functions and

resume normal operations.

e) After the disaster is past, the Children's Network and the case management organizations will work together to assure the status of all clients is known. The circuit will be divided into geographical areas and a lead person assigned to each area. The lead person will assure that all providers and caretakers are contacted and that all children are seen as soon as possible after the disaster is completed. This information will be entered into FSFN and reported to the team leader.

DISASTER RECOVERY PLAN EVALUATION

- Component Evaluation: Annual Review is conducted on the Disaster Plan, modifications and updates are applied as needed.

- Post-Recovery Evaluation: Will be conducted once affected facility, personnel and other mission-essential procedures are addressed.

- Evaluation Participation: each CMO and other contracted providers will work closely with the Children's Network of Southwest Florida who will monitor Disaster Preparedness Activities.

- Drills: Children's Network of SWFL completes drills and other exercises as needed and will continue to do so throughout the year.

- United Way 211: Children's Network of SWFL will work with the United Way to review annual plan and disseminate information to staff, clients and community

- Feedback: Children's Network of SWFL will gather feedback on its annual plan from stakeholders and Board of Directors each year.

INFORMATION SYSTEMS

Disaster Preparedness & Recovery Plan

Management Teams

The Lead Agency Information Technology staff will work with the Department of Children & Families Information Systems staff on the following teams, as needed and determined by the Department where CBC and DCF staff are co-located. Case Management Organization IT staff will be included where necessary.

A. Management Team: Department Management Systems Director and CBC IT Director

   Recovery responsibilities – Establish Information Systems Command Post. Direct and control recovery process pertaining to information technology resources.

B. Administrative Team: DCF-Designated Staff; CBC-Administrative Assistant to the COO

   Recovery responsibilities – Provide administrative support to Information Systems Command Post and recovery teams.

C. Communications Team: DCF – Designated Staff; CBC – Director of Information Systems

   Recovery responsibilities – Provide data communications.

D. Operations/Equipment, Technical Support: DCF – Designated Staff; CBC – Director of Information Systems
   Recovery responsibilities – Provide computer operations. Provide hardware and systems software support.

E. Systems: Local Area Network, Data Protection and Recovery Team: DCF – Designated Staff; CBC –Director of Information Systems

   Recovery responsibilities – Provide network support to all affected Circuit sites. Coordinate mainframe/gateway connectivity activities. Ensure backup procedures are in place for LAN applications and data recovery.

F. Systems: FLORIDA, CIS, FSFN Security: DCF – Designated Staff

   Recovery responsibilities: Provide software support for critical applications recovery. Provide data base recovery and data security. Coordinate with user community.

G. Facility/Security Team: DCF – Designated Staff; CBC –Director of Information Systems; -Chief Operations Officer

   Recovery responsibilities – Provide security/safety and assessment of damage to current facility. Coordinate with Circuit Facilities Coordinator. Monitor facility or alternate facility readiness for computer operations.

Disaster Recovery Team Structure and Responsibilities

The following pages contain the mission statement and responsibilities for each Disaster Recovery Team. Pre- and Post-disaster responsibilities reflect only the minimum responsibilities of each team. These minimum responsibilities may increase, decrease or include more than one team during the recovery process.

1. Management Team

   a. Mission Statement:

      1) To ensure that services are provided to users of critical applications with as little interruption as possible.

      2) To direct and coordinate activities of the Disaster Recovery/Emergency Response Teams.

   b. Pre-Disaster Responsibilities:

      1) Determine overall strategy for disaster recovery.

      2) Develop and maintain a plan to establish an Information Systems Command Post.

      3) Ensure that the Disaster Recovery Plan is kept current.

   c. Disaster Responsibilities:

      1) Establish an Information Systems Command Post.

      2) Determine the degree of disability of the Circuit's/CBC's computer operations.

      3) Convene meeting of Disaster Recovery/Emergency Response Teams.

      4) Inform Team Leaders of the Disaster Recovery Plan implementation status.

5) Develop Disaster Recovery Action Plan according to priorities established by the Regional Director, CBC CEO, or designee.

6) Coordinate activities of the Disaster Recovery teams.

7) Keep Top Management, both Circuit and CBC, informed of recovery status.

2. Administration Team

   a. Mission Statement

      1) To provide administrative/clerical support to the Information Systems/Information Technology Teams/Command post during the disaster recovery period.

      2) To provide personnel, purchasing, travel and other administrative support to the Disaster Recovery/Emergency Response Teams during the recovery period.

   b. Pre-Disaster Responsibilities

      1) Develop and maintain a plan to provide administrative and clerical support to the Information Systems Command Post.

      2) Assist out-of-Circuit staff with travel arrangements on short notice.

   c. Disaster Responsibilities

      1) Assist Information Systems/Information Technology teams in establishing Command Post.

      2) Arrange transportation for people, equipment, and supplies.

      3) Provide for the well-being of recovery personnel, e.g. accommodations, food, personal transportation, etc.

      4) Maintain liaison with families of recovery team staff to keep them informed of team status and to provide assistance where necessary and practical

      5) Obtain Purchase Orders for required equipment, supplies, etc. Maintain record of all emergency purchases.

6) Provide administrative/clerical support to Information Systems Command Post and Recovery Teams, e.g. copying, administrative supplies, etc.

3. Communications Team

   a. Mission Statement

      1) To ensure that communications hardware and lines are available and ready when required.

   b. Pre-Disaster Responsibilities

      1) Maintain diagrams and listings for current data communications network, including CBC locations.

      2) Maintain vendor contact lists.

      3) Develop and maintain a plan for the backup and restoration of critical communications.

      4) Work with other Disaster Recovery/Emergency Response Teams and Headquarters to ensure that changes due to processing at alternate sites are considered and accommodated, including CBC's.

   c. Disaster Responsibilities

      1) Provide input to the Disaster Recovery Action Plan.

      2) Maintain Communications portion of the Action Plan.

      3) Ensure that data communications are available for the Information Systems Command Post.

      4) Work with communications vendors to establish data communications.

      5) Order lines, terminals, modems, instruments, etc., as appropriate.

      6) Test on-line and dial-up communications.

      7) Establish and maintain liaison with DCF liaison to keep them advised of recovery status and to obtain network assistance, if required.

      8) Maintain liaison with the Information Systems Command Post to ensure that the Management Team is aware of recovery status.

4. Operations/Equipment, Technical Support Team

a. Mission Statement

    1) To provide data processing equipment and systems software when and where needed.

    2) To ensure that data processing equipment and systems software available at alternate sites work properly.

b. Pre-Disaster Responsibilities

    1) Coordinate with other Disaster Recovery/Emergency Response Teams to determine equipment/software needs to restore on-site services.

    2) Prepare procedures for obtaining such equipment/software on a short notice.

    3) Work with other Disaster Recovery/Emergency Response Teams to ensure that changes due to processing at alternate sites are considered and accommodated.

    4) Maintain liaison with General Services, CBC Headquarters, MS Headquarters and appropriate vendors.

c. Disaster Responsibilities

    1) Provide input to the Disaster Recovery Action Plan.

    2) Maintain Technical Support portion of the Action Plan.

    3) Work with other Disaster Recovery/Emergency Response Teams to return critical systems to operational status.

    4) Ensure that all software runs on replacement equipment.

    5) Coordinate with General Services, CBCs, MS Headquarters and/or vendors to obtain additional equipment and repair services.

    6) Install/oversee installation of replacement and/or additional equipment.

    7) Ensure that systems hardware/software is providing effective operational services.

    8) Maintain liaison with Information Systems Command Post to ensure that the Management Team is aware of recovery status.

5. Systems, Data Protection and Recovery Team

a. Mission Statement

    1) To ensure that all critical applications are processed with as little interruption as possible.

    2) To ensure that all applications are restored without loss of vital records.

b. Pre-Disaster Responsibilities

    1) Ensure that plans for the backup and restoration of all critical applications are complete and reflect changes as they occur.

    2) Work with Lead Agency and the user community, including DCF, to ensure that the various forms of backup/vital records storage are safe and available for fast retrieval.

    3) Work with other Disaster Recovery Teams to ensure that changes due to processing at alternate sites are considered and accommodated.

    4) Develop a plan for the restoration of each critical application.

    5) Develop a plan for the restoration of all applications.

c. Disaster Responsibilities

    1) Provide Input to the Disaster Recovery Action Plan.

    2) Maintain Applications portion of the Action Plan.

    3) Establish and maintain liaison with the user community at the direction of the Management Team.

    4) Maintain liaison with the Information Systems Command Post to ensure that the Management Team is aware of recovery status.

    5) CRITICAL APPLICATIONS

        1. Recover all backup material, including documentation listed in the restoration procedures.

        2. Execute the restoration procedures for each application.

        3. Restore critical applications to normal service when appropriate.

    6) ALL APPLICATIONS

1. Recover all backup material, including documentation listed in the restoration procedures.

2. Work with users, including CBCs, to determine selection and cut-off dates for re-entry of data.

3. Assist users with the restoration of non-critical applications to normal service when appropriate.

6. Facility / Security Team

   a. Mission Statement

      1) To ensure the security and safety of Information Systems personnel, equipment and facilities, including CBCs.

      2) To assess the extent of damage to sites housing information technology resources, including CBCs.

      3) To assess the extent of damage to information technology resources.

      4) To provide information to the Management Team regarding selection of alternative local sites.

      5) To arrange for salvage activities/repair activities.

   b. Pre-Disaster Responsibilities

      1) Establish and maintain liaison with General Services for building repairs/renovations and security, as well as transportation and storage, including CBCs and their personnel that are co-located.

      2) Establish and maintain liaison with Providence Corporate office for building repairs/renovations and security, as well as transportation and storage for the Lead Agency.

   c. Disaster Responsibilities

      1) Provide input to the Disaster Recovery Action Plan.

      2) Maintain facilities portion of the Action Plan.

      3) Coordinate with users and General Services, including CBCs, to ensure physical security and safety at the disaster and, if necessary, at the recovery site.

      4) Determine extent of damage to the disaster site and computer equipment. Provide recommendations as to the reparability of computer equipment.

5) Coordinate with General Services salvage operations at the disaster site.

6) Coordinate activities associated with insurance claims with Circuit General Services Property Management and CMOs.

7) Coordinate with General Services logistics support and CMOs for moving and storage of salvaged equipment until alternate site is ready.

8) Coordinate with General Services and CMOs to ensure physical security and safety at the storage and alternate sites.

9) Maintain liaison with Information Systems Command Post to ensure that the Management Team is aware of recovery status.

Disaster Recovery Procedures

Stage 1 – Disaster Recovery Initiation

(to be prepared in conjunction with the Lead Agency's Continuity of Operations Plan)

- The Disaster Occurs

- Primary Notification

- Secondary Notification

- Assessment of Damage

- Actual Extent of Damage

- Determination to Activate Disaster Recovery Plan

Stage 2 – Meeting of the Disaster Recovery Team Leaders

- Call the meeting

- Notify Team Leaders

  - The Team Coordinator, or designated alternate, will contact all Disaster Recovery/Emergency Response Team Leaders and notify them of the disaster and that the Disaster Recovery Plan is to be activated.

  - The Team Coordinator will inform the Team Leaders of the time and place of the meeting.

  - Each Team Leader will notify his/her alternate of the meeting and then proceed to the Recovery Team Leaders Meeting site as quickly as possible. Alternate Leaders will attend the meeting at the discretion of the Team Leader. The Team Coordinator and/or Team Leaders may request other Information Systems personnel to attend the meeting if it is deemed necessary.

- The Meeting

  - The Team Coordinator will chair the meeting of the Recovery Team Leaders. This meeting will evaluate the full extent of damage, determine which Recovery Teams are to be involved

and develop the Disaster Recovery Action Plan for repair of the damage and restoration of services.

- Report of Damage

  - The Facilities Team Leader will provide a report on the actual extent of the damage.

    - Computer Equipment Damage – Describe the extent of damage to computer equipment.

    - Structural Damage – Assess the extent of damage to building structures. Determine the number of buildings affected.

- Determination of Recovery Team Involvement

  - The Recovery Team Coordinator and Team Leaders will determine which Disaster Recovery Teams are required for participation in the recovery process.

  - Teams that are to participate will be informed of the situation by their Team Leader.

  - Team Leaders that are not involved in the recovery process will revert to a "standby" basis in case they are required at a later time. They will remain on standby until the recovery is completed or they are released by the Recovery Team Coordinator. These Leaders will notify their team members of the situation. Team members will be put on standby status at the discretion of the Team Leader.

- Organization of the Command Post

  - The Recovery Team Coordinator will notify Team Leaders of the Command Post Site.

  - The Disaster Recovery Plan component for each participating Recovery Team will be brought to the Command Post for use by the Information Systems Command Post staff during the recovery process.

- Disaster Recovery Action Development

  - The Recovery Team Coordinator and participating Recovery Team Leaders will develop a Disaster Recovery Action Plan for the recovery process, identifying and assigning responsibility for major tasks required for the recovery.

  - Each Team Leader will be responsible for developing, maintaining and completing an individual Recovery Team Action Plan for their activities in support of the disaster recovery effort.

Recovery Team Action Plans will contain the major tasks assigned to them in the Disaster Recovery Action Plan, plus the action steps necessary to accomplish those tasks.

- o Team Leaders will ensure that their team's action plan is provided to the Information Systems Command Post for inclusion in the overall Disaster Recovery Action Plan. The status of tasks/action steps will be provided to the Information Systems command Post as changes occur.

- o Total completion of the Disaster Recovery Action Plan will coincide with return to normal operations.

Stage 3 – Execution of Disaster Recovery Plan

- Initiation of the Recovery Plan

  - o The Disaster Recovery Team Coordinator will direct all activities from the Disaster Recovery Command Post.

  - o The Disaster Recovery Team Leaders of involved teams will contact their Team Members to inform them of the disaster and to notify them that the Disaster Recovery Plan is being activated. Team Members will be instructed to respond in accordance with their team's component of the Recovery Plan.

  - o Team Leaders of teams not involved in the recovery process will revert to a "standby" basis in case their team may be required at a later time. They will remain in this status until the recovery is completed, or they are released by the Recovery Team Coordinator. They will notify their team members of the disaster and, if necessary, place their team on standby status.

- Information Systems Command Post Activities

  - o The Disaster Recovery Action Plan will be maintained in the Information Systems Command Post (ISCP) by staff members designated to do so by the Recovery Team Coordinator. ISCP staff will provide assistance to the Recovery Teams as necessary.

  - o The ISCP is the central information contact point for all planning and status reporting for the disaster recovery process of all information technology resources, both Circuit and CBC. To ensure an efficient and effective operation, the Recovery Team Coordinator will appoint an ISCP Recorder and an alternate.

  - o The ISCP Recorder is responsible for keeping the Disaster Recovery Action Plan as current as possible.

- Development of Recovery Task Action Steps

- o Disaster Recovery Team Leaders will develop Recovery Task Action Steps necessary to complete the recovery process.

- o The status of tasks/action steps will be provided to the ISCP as changes occur. Total completion of the disaster Recovery Action Plan will coincide with return to normal operations.

- o Each task of the Disaster Recovery Action Plan will have:

  - ▪ A Recovery Team(s) assigned as responsible for the coordination and completion of the task.

  - ▪ A description of what is to be accomplished in the task.

  - ▪ The time, in number of hours after the disaster occurrence, that the task is anticipated to be completed.

- o Each task assigned to a Recovery Team will contain action steps in the individual Recovery Team Action Plan, which will include:

  - ▪ A person assigned as responsible for the coordination and completion of the action step.

  - ▪ A description of what is to be accomplished in the action step.

  - ▪ The time in number of hours after the occurrence of the disaster that the action step is anticipated to be completed.

- o Each task and action step identified during the disaster recovery process will be entered on the Disaster Recovery Action Plan and monitored on a regular basis to ensure minimum recover time.

- o The Disaster Recovery Action Plan and individual Recovery Team Action Plans will be used to report:

  - ▪ Tasks/steps necessary for recovery, and

  - ▪ Status of each task/step.

- o The Disaster Recovery Team Coordinator will coordinate and prioritize each task and/or step necessary to restore damaged equipment and critical systems and to complete recovery from the disaster.

- o The ISCP Recorder will ensure that the action plan components from each Disaster Recovery Team are included in the total Disaster Recovery Action Plan.

- • Status Reporting

- Disaster Recovery Team Leaders will keep the ISCP advised of the status of the recovery process. ISCP staff will keep top management at both the Circuit and Lead Agency and other key personnel advised of the status. The Disaster Recovery Action Plan will be updated as the status changes.

- The Disaster Recovery Team Coordinator will ensure that all Team Leaders:

    - Keep their individual team action plans documented in the total Disaster Recovery Action Plan, and

    - Regularly report status on each task/step of the action plan.

- The Team Coordinator will hold daily Disaster Recovery Status Meetings. The Team Coordinator will determine the meeting agenda and attendees. The status reports and updates from these meetings will be documented and sent to the Management Team.

- The Recorder will receive a status report from each Disaster Recovery Team Leader at regular intervals set by the Recovery Team Coordinator.

- Completion of Specific Recovery Tasks

    - As recovery tasks/steps are completed, they will be reported to the ISCP. The Recovery Team Coordinator will verify completion of all tasks/steps.

    - Recovery Teams that have completed all tasks/steps associated with their portion of the Disaster Recovery Action Plan will revert to a stand-by basis until the recovery is completed, or they are released by the Recovery Team Coordinator.

    - All tasks or action steps not completed by anticipated dates will be tracked and their status updated daily. Status changes, action taken to complete tasks and barriers to service restoration will be noted.

Stage 4 – Disaster Recovery Plan Outline

Children's Network will perform the following steps to ensure a viable recovery plan:
- Assess functionality, including personnel, operations, IT, and communications.
- Address any specific safety issues for clients and staff.
- Identify critical responsibilities for basic needs, safety and location of clients.
- As soon as possible, once safety is established, prioritize and implement responsibilities to begin performing the duties of our contract.
- Assure that there is sufficient cash reserves to purchase emergency supplies
- Assure funding is available to pay financial obligations

Children's Network would respond to an increase in workload by assessing personnel capabilities of overtime. We would also access community resources who are also responding to the disaster at hand.   As case managers and **designated staff in programs and utilization management** assess their clients' changed needs in the aftermath of the emergency, the Children's Network will assure that resources are accessed to deal with immediate trauma and assistance for medically fragile individuals.

New cases of abuse or neglect would be staffed to CNSWFL through the Department of Children and Families. We would evaluate the need for appropriate services on a case by case basis and ensure case managers follow through to assure the safety of the children. We will provide services on as needed basis to those that have been relocated to this circuit from other jurisdictions and other states and are under supervision.

We will work through the ICPC office to ensure services and share information.

CMO Placement Units will prepare an alternate placement listing of foster homes with availability. Placement will be adjusted depending on the scope of the disaster. Emergency over capacity waivers will be implemented if needed.

Children's Network Communications Team will provide culturally sensitive information and will access experts for assistance with individual circumstances.

Prior to the disaster, information will be gathered on expected location of families and information will be provided as to who to contact after the disaster is over.

After reviewing the hurricane assistance request form, as needed, Children's Network of Southwest Florida will obtain specialized equipment and supplies and will deliver to families through the CMO and CBC staff as needed.

Changes in service needs will be evaluated on an as needed basis by the CMO. The lead agency will respond to requests for assistance. Service needs will be prioritized with safety needs addressed first. See attached assistance form.

First, community resource and disaster recovery information will be provided to those that need it. Children's Network will provide new additional services as needed for what the community resources do not cover.

Work Site:
- Staff will be notified immediately on an upcoming disaster event. The alternate site information will be provided at that time depending on the location of the disaster.

- Staff will travel to work sites, alternate work sites, and between sites with their own transportation, considering the conditions at the time. They will conduct field visits only as needed and requested by the CMO Program Director.

- We will enact shift rotation of staff members and volunteers during recovery activities. Staff and volunteers will work in shifts depending on their own personal losses and abilities.

- Staff will be required to show name badges or other identification at the alternate site.

- Once the disaster has commenced, primary work site duties will be prioritized in order of need.

Communications:

- The Emergency Plan Coordinator will be responsible for updating the emergency hotline 239-226-1524. Back up will be the Director of Information Technology.

- If the location of clients is needed, Children's Network will keep a database of client contact and location. See attached visitation form used in disasters.

Staff

- Staff will be contacted for availability. If staff is unavailable due to disasters, the workload will be shifted to those that are available.

- We will use maximum flexibility in allowing staff to take care of their personal needs, i.e. child care, personal items and work hours. If it presents no safety issue, children will be allowed to accompany their parents to work if necessary. Basic needs will be provided as needed, a cash supply will be kept on hand for emergencies. Each staff situation will be assessed by the supervisor on an individual basis. A mental health professional will be provided if necessary in order to meet emotional needs.

- Children's Network will hold a disaster debriefing for all staff to inform them on any changes or needs. If they are unable to attend, they will be contacted by phone by their supervisor.

- We will rotate and replace staff as needed.

- Children's Network will hold a disaster debriefing for all staff, stakeholders and Board of Directors to inform them on any changes or needs. The Children's Network will meet with these people or use electronic means if meeting is not feasible.

Clients

- The case management organization and lead agency staff will assist clients in need of transportation by providing funding, bus passes or CMO and case management staff assistance if the employee has a safe vehicle, is insured and holds a current driver's license.

- Children's Network will assess the need for specialized or equipment services and provide accordingly.

- Component Evaluation: Annual Review is conducted on the Disaster Plan, modifications and updates are applied as needed.

- Post-Recovery Evaluation: Will be conducted once affected facility, systems and connectivity issues are addressed.

- Evaluation Participation: Information Systems staff, both Circuit and CBC will work closely with the Circuit Disaster Coordinator who monitors Disaster Preparedness Activities.

Other Recovery Procedures

Buddy Circuits/Agencies

Circuit 20 has an arrangement with the Suncoast Region for reciprocal support and backup in the event of an emergency. All restoration attempts will first be made within the Circuit, then in conjunction with the Suncoast Region. In the event of a widespread disaster, assistance would then be sought statewide.

The Children's Network will arrange with the corporate office in Clearwater for support and act as an alternate site for the CFO and staff to access the financial system and facilitate payments. Case Management Organizations (CMOs) will coordinate with their statewide staff for reciprocal support.

The contact person in Clearwater for the CBC is Camelot Care's CEO. He can be reached at:

1-800-229-0691.

Current Inventory of Laptop Computers

Information Systems maintains an inventory of all DCF information technology equipment located in the Circuit. In order to communicate during a disaster, Children's Network will use cell phones. Children's Network has 10 backup cell phones on hand for staff at the lead agency offices.

The Children's Network of SW Florida maintains an inventory of all CBC information technology equipment located in the CMOs. Contact is Director of Information Systems.

Disaster Recovery Team Leaders

Agency	Team Leader/	Office Phone # /SUNCOM	Cell Phone #
CBC	Dennis Andrews	239-226-1524	239-470-9264
CBC	Nadereh Salim	239-226-1524	239-462-1520
CBC	Michelle Leonard	239-226-1524	239-462-1990

CBC	Ray Fischer	239-226-1524	239-462-1945
CBC	Sherrie Weckesser	239-461-8950	941-268-3892
	Alternates		
CBC	Michelle Farquharson	239-226-1524	239-425-7032
CBC	Jan Widmer	239-225-1524	239-462-1658
DCF	Aaron Stitt	239-895-0288	239-707-9996
CBC	Joe Sargent	239-226-1524	239-313-9167

Critical Sites for Circuit Twenty

Site	Phone	Circuit Info
CBC Lead Agency Altamont Avenue	239-226-1524	EMBARQ 60.L2XX.604512..UFLG 60.L3XX.604510..UFLG MFN 60.QGXX.661637.1 60.QGXX.661537.2 COMCAST 902732740
CBC Lead Agency West First Street	239-226-1524	25.KXFS.245036..UFLG PRI EMBARQ 25.IPZX.253609..UFLG
CBC Lead Agency Cape Coral	239-242-5999	PRI SPW: 170402961864 BAN: 311753400 ENSEMBLE ORDER: 1445342517 PRODUCT ID: 239-242-5940 CIRCUIT ID: 25.IPZX.242843..UFLG Ethernet Circuit – 25.KXFS.241882..UFLG
Naples CBC	239-213-4100	PRI – EMBARQ 60.IPZX.517975..UFLG EMBARQ 60.L3XX.604511..UFLG
La Belle CBC	863-675-3549	FRAME – EMBARQ 60.QRXX.523223..UFLG
Immokalee CBC	239-657-2817	EMBARQ 60.LSXX.750121
Port Charlotte CBC	941-613-3870	PRI – EMBARQ 60.IPZX.518048..UFLG

		EMBARQ 60.L2XX.604512..UFLG
Ford Street/Ft. Myers CBC	239-461-7640	EMBARQ 60.L0XX.604513..UFLG 60.L2XX.604513..UFLG MFN MFNFTMFTMY0RU001 164.51.128/26 COMCAST 902732791 POINT TO POINT – EMBARQ 60.DHZX.522383..UFLG

HURRICANE WARNING!
Preparing Your PC for the Storm

IMPORTANT … IMPORTANT … IMPORTANT …IMPORTANT

1. <u>Turn OFF</u> the PC, Monitor, and printer (if you have one) AND any power supply they may be connected to (UBS, Surge Suppressor, power strip, etc.)

2. <u>Unplug</u> the associated power supply (surge suppressor, UBS, power strip, etc.) from the wall.

3. You do not need to disconnect any LAN cables (these are the lines that look like telephone wires.)

4. Cover each computer component with a 3 ML plastic bag. Secure each bag by anchoring it underneath the equipment.

5. For PC's on the ground floor of a facility only: computer equipment located on the floor must be covered completely and lifted off the floor to prevent water damage that may be caused by flooding.

6. If you have a laptop, please take it off site with you at the time of the disaster.

Thanks for your cooperation.

Contact Children's Network of SW Florida at 239-226-1524

if you need further assistance.

- All Contracts including Attachment I's, Exhibits and spreadsheets are saved on the network T-drive; therefore, data is continuously backed up and will be available at the Alternate Relocation Point. This will allow for the ability to approve and process invoices that are identified as mission essential.

- All Standard Contracts with signatures are scanned and saved to the T-drive; therefore, data is continuously backed up and will be available at the Alternate Relocation Point.

- All accounting information necessary to make payments to vendors is backed up and can be accessed at the Alternate Relocation Point. Mission essential activities will take place at the Alternate Relocation Point. Also staff may relocate to the headquarters office at 4910 –D Creekside Drive, Clearwater, Florida 33760 to assist with mission essential activities.