



Agency Disaster and Pandemic Plan

(Revised 09/18/17, 08/13/20)

Pandemics

Camden County Developmental Disability Resources (CCDDR) takes the health and safety of our clients, employees, Board members, and general public very seriously. CCDDR must remain vigilant in preventing and/or mitigating any viral or other communicable disease outbreak. CCDDR provides Targeted Case Management (TCM) services, which historically have been deemed “essential” during a pandemic and/or declared emergency. In order to be safe and maintain operations, CCDDR will develop an Exposure Prevention, Preparedness, and Response Plan to be implemented for a pandemic or other similar state of emergency, to the extent feasible and appropriate. CCDDR will also identify a team of employees to monitor any related guidance that the U.S. Center for Disease Control and Prevention (“CDC”), Missouri Division of Developmental Disabilities (DDD), Missouri Department of Health and Senior Services (DHSS), Camden County Health Department, and other local, state, or federal agencies continue to make available. Plans and procedures will be developed to appropriately respond and will be provided/available to staff, clients, Board members, and the general public.

Disasters

In the event of a tornado, fire, explosion, or other event that destroys or renders one of the offices useless, the employee first made aware of the event shall contact the Executive Director, TCM Supervisor(s), Compliance Manager, and other staff. The Rolla Regional Satellite Office shall be notified as soon as possible, but no later than the next business day if local communication systems are operational.

If the event affected the community at large, such as a tornado, Support Coordinators will be contacted as soon as possible. Those Support Coordinators contacted shall call or try to physically contact as many clients as possible and as soon as possible.

Client records are stored in CCDDR’s data management storage systems, and all Support Coordinators have the capability to work remotely if the internet is operational locally. Administrative records, insurance, payroll, etc. are available in the Osage Beach office and, for specific file types, duplicated in the data management storage systems. If the Osage Beach office

is compromised, administrative functions can occur at the Camdenton location. If the Camdenton office is compromised, the Osage Beach Office will become the hub for calls, messages, staff contact, and Support Coordination.

In the event the Osage Beach and Camdenton offices are compromised, the agency's property and buildings located at Keystone Industrial Park can be used as a temporary, physical base of operations, utilizing personal cell phones or temporary communication devices to assess any actions needed to serve clients suffering from the same disaster. If all CCDDR-owned and leased locations are compromised, employees will continue operations, including communications, remotely and at a safe location to the best of their abilities. CCDDR may procure temporary facilities if necessary.

The Executive Director and Administrative Team are responsible for contacting staff to ensure continuation of services and appoint individuals responsible for contacting clients. Staff shall also be identified to inspect and evaluate damage to the offices as well as organize teams to locate and sort any and all paper documentation that may be salvageable.

The agency has working relationships with various motels, hotels, and landlords in Camden County to provide emergency housing for residential clients if necessary.

Responses, plans, and protocols for pandemics, disasters, and/or other similar emergency situations may be unique, similar, simultaneous, duplicated, and/or repetitive. Any response or action taken by CCDDR shall not violate local, state, or federal regulation or law.