



## **Agency Disaster Plan**

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, Consumer Support Director, 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 consumers as possible and as soon as possible.

Consumer records are stored in an Internet-based storage database, and all Support Coordinators have the capability to work remotely if the Internet is operational locally. Administrative records, insurance, payroll, etc. are duplicated in the Camdenton and Osage Beach offices. 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 consumers suffering from the same disaster.

The Executive Director and/or the Consumer Support Director are responsible for contacting staff to ensure continuation of services and appoint individuals responsible for contacting consumers. 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 documentation which may be salvageable.

The agency has verbal agreements with the Sleep Inn and Dave's Hideaway in Camdenton to provide emergency housing for residential consumers. Home Depot in Osage Beach has agreed to let the agency have first right of refusal on generator rentals should long-term power outages arise.