



Disaster Recover Plan/ Business Continuity Plan

Family Service Rochester- South



Introduction

The following is the disaster recovery plan for Family Service Rochester. The purpose of this plan is to ensure that the organization can respond to a disaster or other emergency that affects information systems and minimize the effect on business operations.

It is the responsibility of the Executive Director to declare a situation a disaster and activate the plan. If the Executive Director is unavailable, a member of the Crisis Management Team can declare a disaster and activate the plan.

A disaster may be classified as a fire, tornado, flood, electrical power outage, explosion, bomb threat, hazardous material spills or releases, or any other situation that would warrant evacuation of the facility in order to protect the lives and safety of clients and staff.

The Family Service Rochester Emergency Response and Crisis Management Plan provides step by step procedures to provide guidance in an Emergency or Crisis situation.

1.0 Overview

1.1 Policy Statement

It is the Policy of Family Service Rochester to maintain a comprehensive Business Continuity Plan for all critical organization functions. Management is responsible for ensuring compliance with this policy and that their respective plan component is tested no less than annually. Family Service Rochester's Disaster Recovery efforts exercise reasonable measures to protect employees, safeguard assets, and client accounts.

1.2 Introduction

This document is the Business Continuity Plan for Family Service Rochester South is located at 1625 Highway 14 East Rochester, MN 55904.

This plan is specifically designed to guide Family Service Rochester (FSR) through a recovery effort of specifically identified organization functions. At the onset of an emergency condition, FSR employees and resources will respond quickly to any condition, which could impact FSR's ability to perform its critical organization functions. The procedures contained within along with the Family Service Rochester Emergency Response and Crisis Management Plan have been designed to provide clear, concise and essential directions to recover from varying degrees of organization interruptions and disasters.

1.3 Confidentiality Statement

This manual is classified as the confidential property of Family Service Rochester. Due to the sensitive nature of the information contained herein, this manual is available only to those persons who have been designated as plan participants, assigned membership to one of the FSR recovery teams, or who otherwise play a direct role in the recovery process.

1.4 Manual Distribution

Each plan recipient will receive and maintain two (2) copies of the disaster recovery manual; one copy will be kept in the plan recipient's work area; the second copy is kept at the plan recipient's residence.

1.6 Plan Revision Date

The latest manual revision date appears in the lower right-hand corner of the footer. This date indicates the most published date of the plan section.

1.7 Defined Scenario

A disaster is defined as a disruption of normal organization functions where the expected time for returning to normalcy would seriously impact FSR's ability to maintain client commitments and regulatory compliance. FSR's recovery and restoration program is designed to support a recovery effort where FSR would not have access to its facilities and data at the onset of the emergency condition.

1.8 Recovery Objectives

The Disaster Recovery Plan was written with the following objectives:

- To ensure the life/safety of all FSR employees throughout the emergency condition, disaster declaration, and recovery process.
- To reestablish the essential organization related services provided by FSR within their required recovery window as identified in the recovery portfolio in Section 2 at the declaration of disaster.
- To suspend all non-essential activities until normal and full organization functions have been restored.
- To mitigate the impact to FSR's clients through the rapid implementation of effective recovery strategies as defined herein.
- To reduce confusion and misinformation by providing a clearly defined command and control structure.
- To consider relocation of personnel and facilities as a recovery strategy of last resort.

1.9 Plan Exclusions

The Disaster Recovery Plan for Family Service Rochester was developed with the following exclusions:

- Succession of Management
- Restoration of the Primary Facilities

1.11 Declaration Initiatives

FSR's decision process for implementing any of the three levels of recovery strategies to support the restoration of critical organization functions are based on the following declaration initiatives:

- Every reasonable effort has been made to provide critical services to FSR's clients by first attempting to restore the primary facility.
- After all reasonable efforts have failed to restore the primary facility, and using manual procedures severely degrades client support, FSR would invoke a recovery strategy that requires the relocation of personnel and resources to an alternate recovery facility.
- If the outage clearly extends past the acceptable period of time identified in the Recovery Portfolio, (Section 2) a declaration of disaster will immediately be made.

1.12 Recovery Strategies

In order to facilitate a recovery regardless of the type or duration of disaster, FSR has implemented multiple recovery strategies. These strategies are categorized into three (3) levels. Each level is designed to provide an effective recovery solution equally matched to the duration of the emergency condition.

- **LEVEL 1: SHORT-TERM OUTAGE (RIDE-OUT) – INTRA-DAY**

A short-term outage is defined as the period of time FSR does not require computerized operations, or where an outage window of the same day or less would not allow adequate time to restore / utilize automated recovery operations.

- **LEVEL 2: MEDIUM-TERM OUTAGE (TEMPORARY) – UPTO SIX WEEKS**

A medium-term outage is defined as the period of time that FSR will execute its formal disaster recovery strategy, which includes actually declaring a disaster. A disaster may either be declared agency wide or by the affected program or building. The decision to declare a disaster is based on the amount of time / expense that is required to implement the formal recovery and the anticipated impact to the agency over this period of time.

- **LEVEL 3: LONG-TERM OUTAGE (RELOCATION) – 6 WEEKS OR MORE**

A long-term outage is defined, as the period of time that FSR will exceed the allowed occupancy time of its primary recovery strategy. During this phase of recovery FSR will initiate a physical move of personnel and resources.

1.13 Team Overview

During an emergency each team member contributes the skills that they use in their everyday work to the overall response.

1.14 Team Charters

Crisis Management Team (CMT) - The CMT is comprised of senior FSR management and is responsible for authorizing declarations of disaster, emergency investment strategy, approving public release of information, and ensuring employees and clients are informed.

The CMT is first on the scene to assess the damage caused by the disaster or ensure precautionary measures are taken in light of any impending disaster (e.g. inclement weather, etc.) Once the CMT determines the extent of the disaster, they will either order an evacuation of the facility or work with facilities to mitigate the effects to FSR.

Recovery Site Team (RST) - The RST Team provides agency-level support for both the physical site and technology issues. The members of this team ensure that the alternate site is ready, and adequate for arriving recovery personnel.

Business Restoration Team (BRT) – The BRT'S consist of personnel from each area deemed critical to the continuation of FSR's mission. The captains of the BRT get updated status from the CMT and the RST to pass on to their team members to ensure prompt recovery of each program.

2.1 Emergency Phone Numbers

Complete the following to ensure that you have identified all the



Emergency services

1. Police: 9-1-1 or non-emergency (507) 328 - 6800
2. Fire: 9-1-1 or non-emergency (507) 328 - 2830
3. Alarm Company: (507) 288-5520 Custom Alarm
4. Ambulance: 9-1-1



Communications

1. Telephone system: (800) -847-3098 - Marco
2. Long distance carrier: (800)-250-1517 Jaguar
3. Line problems: (800)-250-1517 Jaguar



Weather information

1. NOAA: (828) 271-4800 162.475 MHz
2. Radio station: 162.475 MHz
3. Weather channel: <http://weather.gov>

 **Maintenance & repair**

1. Janitorial: (507) 281-6262 ABC
2. HVAC: (507) 288 – 7713 Harris Mechanical
3. Electrical: (507) 601-8950 Reds Electric LLC
4. Plumbing: (507) 282-8333 Action Plumbing/Heating

 **IT services**

1. Hardware/software: (877) 408-16565 EO Johnson
2. Network equipment: ((877) 408-16565 EO Johnson
3. Internet: (800)-250-1517 Jaguar –or- (888)438-2427 Charter
4. Server: (877) 408-16565 EO Johnson

 **Utilities**

1. Electrical: (507) 280-1500 Rochester Public Utilities
2. Gas: (800) 889-9508 MN Energy Resources
3. Water: (507) 280-1500 Rochester Public Utilities
4. Sewer: (507) 280-1500 Rochester Public Utilities
5. Sanitation: (507) 281-5850 GFL Environmental

 **Employee assistance**

1. Temp. housing: (507) 281-3122 Interfaith Hospitality Network
2. Elderly care: (800) 333-2433 Senior Linkage Line
3. Food: (507) 287-2350 Channel One Food Shelf
4. Child Care (507) 287-2029 Families First
5. Medical Care (507) 529-6650 Olmsted Medical Services
6. Clothing (507) 281-1561 Salvation Army
7. Emergency Transportation: (507) 282-2222

2.3 Threat Profile

Hazard:	Profile of Hazard:	First Response:
Freezing Rain	Freezing rain is rain occurring when surface temperatures are below freezing. The moisture falls in liquid form, but freezes upon impact, resulting in a coating of ice glaze on exposed objects. This occurrence may be called an ice storm when a substantial glaze layer accumulates. Ice forming on exposed objects generally ranges from a thin glaze to coatings about an inch thick. A heavy accumulation of ice, especially when accompanied by high winds devastates trees and transmission lines. Sidewalks, streets and highways become extremely hazardous to pedestrians and motorists. During the winter citizens should be prepared to shelter themselves at home for several days possibly without power. Local shelters can be opened in areas where power is not affected but transportation to a shelter may be difficult.	Step 1: Monitor weather advisories Step 2: Notify on-site employees Step 3: Activate Internal Calling Tree Step 4: Call local radio and TV stations to broadcast weather closing information for clients/employees at home Step 5: Place closing sign on all FRS doors Step 6: Arrange for snow and ice removal
Tornadoes	Tornadoes are violent rotating columns of air, which descend from severe thunderstorm cloud systems. They are normally short-lived local storms containing high-speed winds usually rotating in a counter-clockwise direction. These are often observable as a funnel-shaped appendage to a thunderstorm cloud. The funnel is initially composed to nothing more than condensed water vapor. It usually picks up dust and debris, which eventually darkens the entire funnel. A tornado can cause damage even though the funnel does not appear to touch the ground.	Step 1: Monitor weather conditions Step 2: Notify employees of potential of severe weather Step 3: Power off equipment Step 4: Shut off utilities (power and gas) Step 5: Instruct clients/employees to assume protective posture Step 6: Assess damage once storm passes Step 7: Assist affected clients/employees
Floods	In several areas of Olmsted County, unusually heavy rains may cause "flash" floods. Small creeks, gullies, dry streambeds, ravines, culverts or even low lying round frequently flood quickly. In such situations, people are endangered before any warning can be given.	Step 1: Monitor flood advisories Step 2: Determine flood potential to Olmsted County. Step 3: Determine employees/clients at risk. Step 4: Pre-stage emergency power generating equipment Step 5: Assess damage

Hazard:	Profile of Hazard:	First Response:
Earthquakes	An earthquake is the shaking, or trembling, of the earth's crust, caused by underground volcanic forces of breaking and shifting rock beneath the earth's surface.	Step 1: Shut off utilities Step 2: Evacuate building if necessary Step 3: Account for all personnel and clients. Step 4: Determine impact of organization disruption
Power Failures	Power failures occur in many parts of the county throughout the year. They can be caused by winter storms, lightning or	Step 1: Wait 5-10 minutes Step 2: Power-off all Servers after soft shut down procedure

	<p>construction equipment digging in the wrong location. For whatever the reason, power outages can severely impact the entire community.</p>	<p>Step 3: Shut down main circuit located on the bottom floor Step 4: Use emergency phone line to make outgoing phone calls Step 5: Call power company for assessment Step 6: Locate sources of mobile power Step 7: Contact electrical company Step 8: Re-energize building Step 9: Power-on equipment</p>
Fires	<p>Fires can, and do, cause hundreds of deaths each year. Even with strict building codes and exceptions, citizens still parish needlessly in fires.</p>	<p>Step 1: Call Fire Dept. using the 911 system. Step 2: Make an announcement over the telephone paging system to evacuate personnel and clients. Step 3: Confine fire by closing all doors Step 4: Shut off utilities if possible Step 5: Account for all personnel and clients outside of building. Step 6: Assess damage</p>

2.4 Recovery Strategy Overview

FSR’s Disaster Recovery Plan is based on the agency surviving the loss of facilities and/or key personnel and systems during a disaster.

Once FSR’s ERT has determined that a declaration of disaster is required, the following sequence of events will occur:

Steps:	Instruction:
1: Evacuate affected facility.	If the emergency requires an evacuation of employees, execute evacuation plans contained in the Emergency Procedures section.
2: Go to staging area.	Follow building evacuation instructions.
3: Determine length of outage.	Review written and verbal damage assessment reports from facilities and civil authorities and then estimate the amount of time the facility will be uninhabitable.
4: Select disaster level.	Based on the estimated duration of the outage, declare the disaster event as either a L1 (Less than 48hrs.), L2 (48hrs. to 6 weeks), or L3 (6 weeks or longer).
5: Activate alternate facilities.	Contact alternate facilities identified in the Facilities section. Confirm their availability and alert them of estimated arrival time.
6: Release personnel from the staging area.	<p>Once the disaster level has been selected, release all personnel from the staging area to their assigned recovery location.</p> <ul style="list-style-type: none"> • Non-essential personnel – Home • Recovery Site Team – Alternate Facility • Command Center Staff – Alternate Facility • Crisis Management Team – Alternate Facility
7: RST establish Command Center.	<p>RST personnel are the first to arrive at the alternate facility to setup and organize the command center prior to the arrival of the CMT and support personnel. The following representatives are required at the Command Center within 1-3 hours:</p> <ul style="list-style-type: none"> • Crisis Management Team • Business Restoration Team Lead

<ul style="list-style-type: none"> Recovery Site Team Lead 	
8: Establish situation desk.	At the command center, establish a dedicated line with operator to field all incoming calls. Announce command center phone number to all recovery participants.
9: Review recovery matrix.	Review the Recovery Matrix Section on a department by department basis to determine who is most effected by the disaster. Group departments by recovery resource requirements, time frames, and co-location requirements.
10: Create technology shopping list.	Once the technology requirements of the effected department(s) are known, create a requirement list for the IT support staff.
11: Contact quick ship vendors.	Using the vendor quick-ship contacts or local sources located in the LAN Restoration section order replacement technology indicated on requirements list.
12: Retrieve electronic/hardcopy vital records,	Retrieve vital records from off-site locations as indicated in the Vital Records section. Have vital records shipped and staged at the alternate facility.
13: Setup replacement local area network (LAN).	The priority of FSR is to restore the core technology necessary to support L2 recovery strategies.
14: Activate short-term recovery strategies.	Instruct each department to initiate their short-term recovery strategies. These strategies will be used while the replacement LAN/WAN circuits are implemented.
15: Populate alternate facility.	Once the replacement LAN/WAN is functional, notify the BRT that departments can now begin executing their L2 recovery strategies.

2.5 Plan Participants

The following presents the **Crisis Management Team participants** and their associated recovery function. At the time of a disaster, these individuals will be among the first to be contacted.

Recovery Role:		
<p>CMT Leader</p> <p>The CMT Team is responsible for authorizing declarations of disaster, emergency strategy, approving public release of information, and ensuring employees and clients are informed.</p>	<p>Name: April Sutor (Located On-Site)</p> <p>Title: Director of Innovation & Collaboration</p> <p>Office Ext.: 1022</p> <p>Cell: (507)280-9889</p> <p>E-mail: asutor@familyservicerochester.org</p> <p>Home Address: 1538 King Court SE, Rochester, MN 55904</p>	<p>Name: Scott Maloney (Alternate)</p> <p>Title: Executive Director</p> <p>Office Ext.: 1031</p> <p>Cell: (507) 250-3650</p> <p>Home: (507)536-9956</p> <p>E-mail: smaloney@familyservicerochester.org</p> <p>Home Address: 6057 Grante Dr NW; Rochester, MN 55901</p>
<p>CMT Participants</p>	<p>Name: Terry Eich</p> <p>Title: Operations Supervisor</p> <p>Office Ext.:1023</p> <p>Cell/Home: 507-398-3905</p> <p>E-mail: teich@familyservicerochester.org</p>	<p>Name: Cindy Lefebre-Westendorf</p> <p>Title: HR Director</p> <p>Office Ext.:1067</p> <p>Cell/Home: (507)-383-7677</p> <p>E-mail: clefebre@familyservicerochester.org</p>
	<p>Name: Crystal Smith</p> <p>Title: Director of Finance & Support Services</p> <p>Office Ext.: 1004</p> <p>Cell/Home: (507) 269-9703</p> <p>Home: (507) 269-9703</p> <p>E-mail: csmith@familyservicerochester.org</p>	<p>Name: Brenda Chilman</p> <p>Title: Director of Community Engagement</p> <p>Office Ext.: 1014</p> <p>Cell/Home: (507) 421-0359</p> <p>E-mail: csmith@familyservicerochester.org</p>
<p>RST Participants</p> <p>The RST Team provides agency-level support for both the physical site and technology issues.</p>	<p>Name: Scott Maloney</p> <p>Title: Executive Director</p> <p>Office Ext.: 1031</p> <p>Cell: (507) 250-3650</p> <p>Home: (507) 536-9956</p> <p>E-mail: smaloney@familyservicerochester.org</p> <p>Home Address: 6057 Grante Dr NW; Rochester, MN 55901</p>	<p>Name: Terry Eich</p> <p>Title: Operations Supervisor</p> <p>Office Ext.: 1023</p> <p>Cell/Home: (507) 398-3905</p> <p>E-mail: teich@familyservicerochester.org</p> <p>Home Address: 5518 Leslie Lane SW; Rochester, MN 55902</p>

BRT Participants

BRT get updated status from the CMT and the RST to pass on to their team members to ensure prompt recovery of each program.

Name: Scott Maloney

Title: Executive Director

Office Ext.: 1031

Cell: (507) 250-3650

Home: (507) 536-9956

E-mail: smaloney@familyservicerochester.org

Home Address: 6057 Grante Dr. NW;
Rochester, MN 55901

Name: Kelli DeCook

Title: Director of Child Welfare

Office Ext.: 1008

Cell: (507) 358-5292

Home: (507) 775-9998

E-mail: kdecook@familyservicerochester.org

Home Address:

Name: April Sutor

Title: Director of Innovation & Collaboration

Office Ext: 1022

Cell: (507) 280-9889

E-mail: asutor@familyservicerochester.org

Home Address: 1538 King Ct SE;
Rochester, MN 55904

2.6 Alternate Site Setup

Once the alternate site has been secured, the RST's will work with the event staff to configure appropriate command center and recovery space.

The following provides configurations for general work areas and the command center.

Recovery Area:	Configuration:
Command Center	<ul style="list-style-type: none"> • Occupancy – 6 • Room – private. • Conference table & chairs • Phones – 2 • Facsimile – 1 • Office Equipment – copier, laptops, printer, folding tables • Office supplies – letterhead, envelopes, flip charts, writing supplies • Communications – Walkie-talkies, cell phones, wireless internet
Work Area Recovery & Vital Records Staging	<ul style="list-style-type: none"> • 5 private rooms & 1 main room • Folding Tables & chairs • Phones – ea. room • Office Equipment – 6 laptops • Office supplies – flip charts, stationary, writing supplies, labels • Communications – wireless internet, 6 voice lines • Private cabinet for vital records/personnel records

3.0 Recovery Ranking

The following organization processes will be recovered within the sequence specified below:

Priority Rank:	Organization Process:	Potential Impact:	Allowable Downtime:
1	Meals on Wheels	Senior citizens and special need consumers would not receive potentially their only meal for the day.	24 hours
2	Homemaker Services	Potentially our homemaker consumers (senior citizens) would have no other contact with the outside world. Some are homebound and therefore need groceries.	1 week
3	Accounting System (Great Plains, iSolve)	Our employees would not receive their payroll checks. Payments to our vendors would stop.	1 week
4	Counseling (CareLogic)	If there was a disaster in Rochester, FSR would not be able to continue with mental health therapy efficiently without CareLogic and the client database.	1 week

4.0 Recovery Team Checklists

MEALS ON WHEELS:

Recovery Function:	Administration		Primary:	April Sutor	
			Alternate:	Jackie Glynn	
Alternate Locations:	Primary Staging Area: FSR North			Alternate Staging Area: United Way Building	
	Primary Work Area: FSR North			Alternate Work Area: United Way Building	
Charter:	Responsible for all of the administrative aspects of the recovery effort. This includes maintaining the plan currency, activating the command center and providing logistics and employee assistance support during the recovery effort.				
Retrieval List:	<p>The following items should be removed from your work area if you are evacuated from the building:</p> <ol style="list-style-type: none"> 1. binder with client names 2. Route sheets 3. binder with drivers' names 4. blank cancellation slips 5. labels 				
Recovery Resources:	In order to perform your recovery efforts, you will need access to the following resources:				
	Phone:	PC:	Network	Internet Access	
Recovery Steps:	<p>The following are the recovery tasks to be followed:</p> <ol style="list-style-type: none"> 1. Retrieve important items form work area 2. Evacuate building 3. Go to primary staging area 4. Wait for all clear or activation notice 5. Go to designated recovery location 6. Execute calling tree 7. contact hospital / Taher 8. contact radio/TV stations for public announcement. 9. follow up with volunteers to be sure they are still able to drive 				

<p>Calling List:</p>	<p>You are responsible for calling the following employees and/or companies:</p> <ol style="list-style-type: none"> 1. Jackie Glynn 2. Tonja Zieman 3. Jessica Thornton
<p>Vital Records:</p>	<p>The following documents and/or electronic media will be required for your recovery effort:</p> <ol style="list-style-type: none"> 1. Access to Care Logic (Web Based)and Senior Express (Tonja Zieman, Jessica Thornton, Jackie Glynn works' hard drive) 2. client files orange cards

4.0 Recovery Team Checklists

Chore Services:

Recovery Function:	Administration	Primary:	April Sutor		
		Alternate:	Jackie Glynn		
Alternate Locations:	Primary Staging Area: FSR North		Alternate Staging Area: United Way Building		
	Primary Work Area: FSR North		Alternate Work Area: United Way Building		
Charter:	Responsible for all of the administrative aspects of the recovery effort. This includes maintaining the plan currency, activating the command center and providing logistics and employee assistance support during the recovery effort.				
Retrieval List:	The following items should be removed from your work area if you are evacuated from the building:				
Recovery Resources:	In order to perform your recovery efforts, you will need access to the following resources:				
	Phone:	PC:	Network	Internet Access	
Recovery Steps:	<p>The following are the recovery tasks to be followed:</p> <ol style="list-style-type: none"> 1. Retrieve important items from work area 2. Evacuate building 3. Go to primary staging area 4. Wait for all clear or activation notice 5. Go to designated recovery location 6. Execute calling tree 7. Call homemaker to activate client calling tree 8. Contact radio/TV stations for public announcement 				
Calling List:	<p>You are responsible for calling the following employees and/or companies:</p> <ol style="list-style-type: none"> 1. Jackie Glynn 2. Jessica Thornton 3. Kathy Voss 4. Jennell Loeffler 				
	The following documents and/or electronic media will be required				

Vital Records:	for your recovery effort: 1. Access to FSR's T drive
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4.0 Recovery Team Checklists

Great Plains Accounting System/ iSolved Payroll Software:

Recovery Function:	Administration		Primary:	Crystal Smith- HR Cindy Lefebre	
			Alternate:	Theresa Sennes-HR Holly Hollar	
Alternate Locations:	Primary Staging Area: FSR North			Alternate Staging Area: United Way Building	
	Primary Work Area: FSR North			Alternate Work Area: United Way Building	
Charter:	Responsible for all of the administrative aspects of the recovery effort. This includes maintaining the plan currency, activating the command center and providing logistics and employee assistance support during the recovery effort.				
Retrieval List:	<p>The following items should be removed from your work area if you are evacuated from the building:</p> <ol style="list-style-type: none"> 1. Checks 2. Client List 3. Vendor List 4. Employee emergency telephone numbers 				
Recovery Resources:	In order to perform your recovery efforts, you will need access to the following resources:				
	Phone: _____	PC: _____	Network _____	Internet _____	_____
Recovery Steps:	<p>The following are the recovery tasks to be followed:</p> <ol style="list-style-type: none"> 1. Retrieve important items form work area 2. Evacuate building 3. Go to primary staging area 4. Wait for all clear or activation notice 5. Go to designated recovery location 6. Execute calling tree 				

	7. Calling employees – using calling tree
Calling List:	You are responsible for calling the following employees and/or companies: <ol style="list-style-type: none"> 1. Theresa Sennes 2. Teresa Bowman
Vital Records:	The following documents and/or electronic media will be required for your recovery effort: <ol style="list-style-type: none"> 1. Access to FSR's public drive 2. Access user drives (Crystal, Theresa & Terry) 3. Admin business files 4. Employee permanent & medical files 5. Vendor contracts 6. Financials 7. Quarterly payroll registers 8. Client Service Agreements 9. Contracts & Grants

4.0 Recovery Team Checklists

Counseling Software

Recovery Function:	Administration	Primary:	Ashleigh Dowis		
		Alternate:	Scott Maloney		
Alternate Locations:	Primary Staging Area: FSR North		Alternate Staging Area: United Way Building		
	Primary Work Area: FSR North		Alternate Work Area: United Way Building		
Charter:	Responsible for all of the administrative aspects of the recovery effort. This includes maintaining the plan currency, activating the command center and providing logistics and employee assistance support during the recovery effort.				
Retrieval List:	The following items should be removed from your work area if you are evacuated from the building: <ol style="list-style-type: none"> 1. Client files are available via CareLogic web browser 				
Recovery Resources:	In order to perform your recovery efforts, you will need access to the following resources:				
	Phone:	PC:	Network	Internet	


				Access	
Recovery Steps:	<p>The following are the recovery tasks to be followed:</p> <ol style="list-style-type: none"> 1. Retrieve important items form work area 2. Evacuate building 3. Go to primary staging area 4. Wait for all clear or activation notice 5. Go to designated recovery location 6. Execute calling tree 7. Call therapists 8. Have therapists call clients 9. Contact radio/TV stations for public announcement 				
Calling List:	<p>You are responsible for calling the following employees and/or companies:</p> <ol style="list-style-type: none"> 1. Teresa Bowman 2. Kathleen Hughes 				
Vital Records:	<p>The following documents and/or electronic media will be required for your recovery effort:</p> <ol style="list-style-type: none"> 1. Access to FSR's public drive 2. Client files 				

5.0 Emergency Contacts

5.1 Vendor Dependencies

All plans require a comprehensive listing of external contacts:

Provider:	Contact:	Purpose:
EO Johnson	877-408-1656	Computer system
Zumbro Valley Mental Health	507-289-2089	EAP Referrals
United Way	507-287-2000	Alternate Primary Staging & Working Area
Shorewood Senior Campus	507-536-3214	Meals on Wheels
Custom Alarm	(507) 288-5522	Building security
SEMCA Senior Dining	507-424-1858	Senior Café
Marco	800-847-3098	Phone System
TPR Services- Tim Peters	507-696-7254	Outside snow removal



Unum	800-275-8686	Short-term disability
Olmsted County Social Services	507-328-6400	Crisis management
Family Access Center	507-328-6589	Primary Staging & Working Area / Emergency daycare