

**Comprehensive Systems, Inc.**  
**Risk Management Plan/ Disaster Recovery Plan/Emergency Preparedness Plan**

It is the goal of this unified Risk Management/Disaster Recovery/Emergency Preparedness Plan to meet the health, safety, and security needs of the individuals served and employees in each separate facility within Comprehensive Systems, Inc. while keeping in mind the unique needs and vulnerabilities of individuals with developmental disabilities.

This plan is intended to guide Comprehensive Systems, Inc. employees and individuals served in the event of an emergency or disaster. It includes how we communicate and coordinate with the community and other healthcare facilities. It will be reviewed at least annually and more frequently if needed.

In 2006, possible risks to the organization were identified based on an all hazards risk approach specific to the geographic location and an examination of incident trends. The goal of the Risk Management Plan is to promote quality services and manage risk effectively. The Risk Management Plan identifies areas of exposure, level of risk, areas of impact, actions to reduce risk, scheduling of actions, persons responsible and an evaluation of actions. Every Comprehensive Systems, Inc. employee must act to reduce the risk of accidental loss or injury to the greatest extent feasible, consistent with carrying out Comprehensive Systems, Inc. mission of supporting individuals with special needs, while recognizing that for every individual there is a right to experience life and take risk.

The Disaster Recovery Plan, which identifies strategies for recovery and continuity of operations, was integrated into the plan in 2016. Emergency Preparedness action plans were added to the existing document in November of 2017. The safety committee and other deemed employees review this plan annually.

Comprehensive Systems, Inc. faces many risks in the course of its daily operations. Most fall into one of the following categories:

- General Liability
- Professional Liability
- Property Loss
- Vehicle-related Loss
- Contractual Liability
- Business Loss/Interruption

**General Liability**

General liability refers to the amount of loss payable to others outside the organization for injury or damage arising from operations. It applies to personal injury, bodily injury or property loss or damage to a third party resulting from the negligence of the program operations or the employees.

**Professional Liability**

Claims are most prevalent in the areas of hiring, treatment, and termination of employees. In terms of directors and officers' liability, individuals served and guardians rightfully expect a high level of character, professionalism and ethical conduct. Directors and officers must exercise reasonable care and diligence in carrying out their tasks. Negligence in fiscal management is the most common target of directors and officers' liability claims. Failure to comply with the Americans with Disabilities Act opens yet another arena for possible liability exposure.

**Liability to Employees**

Comprehensive Systems, Inc. liability to its employees includes compensation for job related accidents or occupational illnesses. Three types of loss exposure are workers' compensation claims, employer liability claims, and non-compliance with applicable occupational safety and health regulations.

**Property Loss**

Physical property at risk includes real and personal property, whether owned or leased. The loss may result from fire, accident or theft. Property may be destroyed, damaged, or lost. The organization may also experience an interruption in normal operations.

**Vehicle Related Loss**

Risks include property damage to the vehicle itself, in addition to libeled claims for personal injury and property damage as a result of vehicle operation. The specific types of liability are numerous and run the gamut from minor fender benders to loss of life.

**Contractual Liability**

When risk is contractually transferred from one party to another, loss exposure can be increased or decreased. Contractual liabilities can arise out of leases, rental agreements, special service agreements, joint use agreements, cooperative ventures, construction contracts, service contracts with municipalities and contractual labor.

**Business Loss/Interruption**

Loss or reductions of funding and major losses of facilities all create risk.

**Risk Avoidance**

Comprehensive Systems, Inc. may elect to avoid undesirably high risks and programs with excessive costs by refusing to undertake unsafe activities or by discontinuing high-risk programs.

**Loss Prevention and Loss Reduction**

Risks inherent to the operation of Comprehensive Systems, Inc. can be reduced, resulting in a decrease in both frequency and severity of accidental losses. It is the responsibility of each department and its personnel to conduct the business of the company in such a way as to reduce or prevent hazards to individuals and property and to evaluate the risk cost potential when developing new programs.

**Risk Retention**

It is general policy of Comprehensive Systems, Inc. to retain the financial responsibility for its risks of accidental loss to the maximum extent without jeopardizing the financial position of the company or the continuation of essential programs.

**Risk Transfer**

The financial responsibility for risks may be transferred to others through contractual agreements or through the purchase of insurance. Comprehensive Systems, Inc. will purchase insurance when required by law, bond, or contractual agreement. Commercially insuring risks do not alter the responsibility or personnel of the company for compliance with required and appropriate safety and security standards. Goal: To promote quality service and manage risk effectively. The risk management plan incorporates systems of checks and balances that clearly define accountability and monitor critical performance variables. Control systems are designed to minimize risks and prevent and detect illegal or unethical activity and or fraud, waste and abuse. Access to critical information is on a need to know basis.

**Business interruption and Response**

The Business Interruption and Response Plan will be implemented in the event of one of the identified disasters. Primary contact personnel and phone numbers have been identified, along with contact numbers for local emergencies in each area.

**Emergency Notification List**

Key personnel have been identified on an emergency notification list in the event that emergency help is needed beyond the designated on-call administrators. This list includes contact information and is posted in all staff areas.

**Essential Staff and Alternates**

Alternative administrative employees have been assigned to take over key positions in the event of accident, illness, or death of essential personnel. The alternate person has enough knowledge to perform essential job functions in the event of unforeseen situations.

**Emergency Financial Assistance**

Emergency financial assistance agencies have been identified for contact in the event of a disaster. The Executive Director will contact these agencies when needed. In the event of his absence, alternates have been identified.

**Comprehensive Systems, Inc.  
Risk Management Plan**

<b>Areas of Exposure</b>	<b>Level of Risk</b>	<b>Areas of Impact</b>	<b>Action Plan to Reduce Risk</b>	<b>Schedule</b>	<b>Persons Responsible</b>	<b>Evaluation of Actions</b>
Vehicle Incidents.	High.	Health and safety. Financial. Reputation.	<ol style="list-style-type: none"> <li>1. Orientation/training, drug testing for CDL, proof of insurance, and driving record check.</li> <li>2. Yearly review of driving record.</li> <li>3. Daily inspection, checklist, driver log.</li> <li>4. RTC inspection schedules.</li> <li>5. Quarterly lift inspections.</li> <li>6. Post accident and reasonable suspicion drug and alcohol testing.</li> <li>7. Policy on self-reporting of driving violations.</li> </ol>	<ol style="list-style-type: none"> <li>1. When hired.</li> <li>2. Yearly</li> <li>3. Daily.</li> <li>4. Annually.</li> <li>5. Quarterly.</li> <li>6. On the occasion.</li> <li>7. On the occasion.</li> </ol>	<ol style="list-style-type: none"> <li>1. Area supervisors.</li> <li>2. Drivers.</li> <li>3. Maintenance.</li> <li>4. Maintenance.</li> <li>5. Area supervisor.</li> <li>6. Area supervisor.</li> <li>7. The individual.</li> </ol>	Incident reports, and insurance costs.
Abuse or neglect of persons served.	Moderate.	Health and safety. Reputation.	<ol style="list-style-type: none"> <li>1. Criminal and abuse registry check on new hires.</li> <li>2. Fraud check with the Office of Inspector General.</li> <li>3. Mandatory Reporter training.</li> <li>4. Staff supervision.</li> <li>5. Abuse reporting policy review.</li> <li>6. Internal investigations.</li> <li>7. Self reporting policy.</li> <li>8. Review of registered sexual offender list.</li> </ol>	<ol style="list-style-type: none"> <li>1. When hired.</li> <li>2. When hired and monthly.</li> <li>3. Orientation and every 5 years.</li> <li>4. Continuous.</li> <li>5. Quarterly.</li> <li>6. On the occasion.</li> <li>7. On the occasion.</li> <li>8. When hired and annually.</li> </ol>	<ol style="list-style-type: none"> <li>1. Personnel dept.</li> <li>2. Personnel dept.</li> <li>3. Area supervisor.</li> <li>4. Area supervisor.</li> <li>5. Area supervisor.</li> <li>6. Program director.</li> <li>7. Program director.</li> <li>8. Program director.</li> </ol>	Incident reports. Trends reports.

<b>Areas of Exposure</b>	<b>Level of Risk</b>	<b>Areas of Impact</b>	<b>Action Plan to Reduce Risk</b>	<b>Schedule</b>	<b>Persons Responsible</b>	<b>Evaluation of Actions</b>
Emergent Health Problems or Pandemic infectious Disease.	Moderate.	Health and safety. Reputation.	<ol style="list-style-type: none"> <li>1. Nursing staff on duty and on call.</li> <li>2. Abuse and neglect prevention and training.</li> <li>3. Staff supervision.</li> <li>4. Staff training on CPR, first aid, and health assessment guidelines for recognition of health problems.</li> <li>5. Bed checks and monitors.</li> <li>6. Side effects check lists.</li> <li>7. Infection control measures.</li> <li>8. Pandemic Plan implemented</li> </ol>	<ol style="list-style-type: none"> <li>1. Continuous.</li> <li>2. Continuous and at a minimum annually.</li> <li>3. Continuous.</li> <li>4. When hired and annually.</li> <li>5. Continuous.</li> <li>6. Annually.</li> <li>7. Continuous</li> <li>8. Continuous</li> </ol>	<ol style="list-style-type: none"> <li>1. DON.</li> <li>2. Area supervisor.</li> <li>3. Area supervisor.</li> <li>4. Area supervisor.</li> <li>5. Area supervisor.</li> <li>6. Primary nurse.</li> <li>7. Primary nurse.</li> </ol>	Incident reports.
Severe Iowa weather.	Moderate.	Health and safety. Operational. Financial.	<ol style="list-style-type: none"> <li>1. Emergency plans or procedures for blizzard, freezing rain, thunderstorm, Flood, hail and tornado, earthquake.</li> <li>2. Tornado drills.</li> <li>3. Weather alert systems.</li> <li>4. Training staff and persons served.</li> <li>5. City tornado sirens.</li> <li>6. Winter weather kits in vehicles.</li> </ol>	<ol style="list-style-type: none"> <li>1. Continuous and annually</li> <li>2. Monthly.</li> <li>3. Continuous.</li> <li>4. Continuous.</li> <li>5. Weekly test during the season and actual on the occasion.</li> <li>6. Winter months.</li> </ol>	<ol style="list-style-type: none"> <li>1. Area supervisor.</li> <li>2. Area supervisor.</li> <li>3. Program director.</li> <li>4. Area supervisor.</li> <li>5. City government.</li> <li>6. Area supervisor.</li> </ol>	Incident reports. Drill synopsis.
Violent or threatening situations.	Moderate.	Health and safety. Reputation.	<ol style="list-style-type: none"> <li>1. Procedure for responding to threats.</li> <li>2. PIA training.</li> <li>3. OCA system.</li> <li>4. Behavior management plans.</li> <li>5. Critical incident reporting.</li> <li>6. OSHA log</li> </ol>	<ol style="list-style-type: none"> <li>1. When hired and reviewed quarterly in staff meetings.</li> <li>2. When hired and annually.</li> <li>3. Continuous.</li> <li>4. Continuous.</li> <li>5. On the occasion</li> <li>6. Continuous.</li> </ol>	<ol style="list-style-type: none"> <li>1. Area supervisor.</li> <li>2. Area supervisor.</li> <li>3. Program director.</li> <li>4. Area supervisor.</li> <li>5. Area supervisor</li> <li>6. Risk Manager.</li> </ol>	Incident reports. Trends report.

<b>Areas of Exposure</b>	<b>Level of Risk</b>	<b>Areas of Impact</b>	<b>Action Plan to Reduce Risk</b>	<b>Schedule</b>	<b>Persons Responsible</b>	<b>Evaluation of Actions</b>
Fire.	Low.	Health and safety. Operational. Financial.	<ol style="list-style-type: none"> <li>1. Emergency procedures.</li> <li>2. Drills of emergency procedures.</li> <li>3. Training for staff and persons served.</li> <li>4. Annual Fire Marshall Inspection.</li> <li>5. Sprinkler systems.</li> <li>6. Safety inspections.</li> <li>7. Fire doors.</li> </ol>	<ol style="list-style-type: none"> <li>1. Continuous.</li> <li>2. Monthly and continuous.</li> <li>3. When hired and annually.</li> <li>4. Annually.</li> <li>5. Continuous.</li> <li>6. Quarterly.</li> <li>7. Continuous.</li> </ol>	<ol style="list-style-type: none"> <li>1. Safety committee.</li> <li>2. Area supervisor.</li> <li>3. Area supervisor.</li> <li>4. Program director.</li> <li>5. Maintenance.</li> <li>6. QA.</li> <li>7. Maintenance.</li> </ol>	Incident reports. Drill records. Inspections.
Natural or manmade disasters resulting in property loss, business interruption, hardware or software loss or threats to PHI	Moderate.	Operational. Financial.	<ol style="list-style-type: none"> <li>1. Business continuity plan for alternate housing for each residential area.</li> <li>2. Generator use during prolonged power outage</li> <li>3. Backup generator at Crestview operational and tested regularly.</li> <li>4. 30-day medication and medical supply on hand</li> <li>5. 7-day food supply and a 2-day water supply maintained in all areas.</li> <li>6. Sewer and waste disposal procedure.</li> <li>7. Track and communicate location of temporary housing to parents/guardians.</li> <li>8. Provide safe transportation from the evacuation site.</li> <li>9. Follow steps outlined in this disaster recovery plan.</li> </ol>	<ol style="list-style-type: none"> <li>1. Annual review.</li> <li>2. On the occasion.</li> <li>3. Continuous.</li> <li>4. Continuous</li> <li>5. Continuous</li> <li>6. On the occasion</li> <li>7. On the occasion</li> <li>8. On the occasion</li> <li>9. On the occasion</li> </ol>	<ol style="list-style-type: none"> <li>1. Program Director</li> <li>2. Maintenance</li> <li>3. Maintenance.</li> <li>4. DON.</li> <li>5. Area manager</li> <li>6. Area manager</li> <li>7. Area manager</li> <li>8. Disaster Recovery Team</li> <li>9. Disaster Recovery Team</li> </ol>	Incident Reports  Critical Incident Reports  After Action Reports

<b>Areas of Exposure</b>	<b>Level of Risk</b>	<b>Areas of Impact</b>	<b>Action Plan to Reduce Risk</b>	<b>Schedule</b>	<b>Persons Responsible</b>	<b>Evaluation of Actions</b>
Staff shortages	High.	Health and safety. Operational. Financial. Reputation.	<ol style="list-style-type: none"> <li>1. Competitive wages and benefits.</li> <li>2. Pre-employment screening.</li> <li>3. Incentives.</li> <li>4. Staff development Specialist</li> <li>5. Iowa Big Project.</li> </ol>	<ol style="list-style-type: none"> <li>1. Continuous.</li> <li>2. When hired.</li> <li>3. Continuous.</li> <li>4. Continuous.</li> <li>5. Orientation and continuous.</li> <li>6. As needed</li> </ol>	<ol style="list-style-type: none"> <li>1. HR director.</li> <li>2. HR director.</li> <li>3. HR director.</li> <li>4. HR director.</li> <li>5. Program Director.</li> <li>6. HR Director</li> <li>7. Area supervisors</li> </ol>	Turnover report. Incident reports
Elopement	Moderate.	Health and safety. Reputation.	<ol style="list-style-type: none"> <li>1. Missing Individual policy.</li> <li>2. Use of Wanderguard with regular checks of the device.</li> <li>3. Individual assessment for risk.</li> <li>4. Comprehensive Functional Assessment.</li> <li>5. Head count policy.</li> <li>6. Communication devices used by consumers.</li> <li>7. Door alarms used at Crestview when Individuals are home.</li> <li>8. Window alarms are used for certain individuals.</li> <li>9. Crestview paging system is used to alert for help.</li> <li>10. Level of supervision assigned on an as needed basis.</li> <li>11. Cell phones are carried by supervisors and staff assigned to certain individuals.</li> <li>12. Wrist GPS device is worn by an individual with a history of elopement.</li> </ol>	<ol style="list-style-type: none"> <li>1. Policy reviewed annually and as needed.</li> <li>2. Continuous.</li> <li>3. Continuous.</li> <li>4. Annually or as needed.</li> <li>5. Continuous.</li> <li>6. Continuous.</li> <li>7. Continuous.</li> <li>8. Continuous.</li> <li>9. Continuous.</li> <li>10. As needed.</li> <li>11. Continuous.</li> <li>12. Continuous.</li> </ol>	<ol style="list-style-type: none"> <li>1. Policy committee.</li> <li>2. Area supervisor.</li> <li>3. Area supervisor.</li> <li>4. Area supervisor.</li> <li>5. Area supervisor.</li> <li>6. Area supervisor.</li> <li>7. Area supervisor.</li> <li>8. Area supervisor.</li> <li>9. Area supervisor.</li> <li>10. Area supervisor.</li> <li>11. Area supervisor.</li> <li>12. Area supervisor.</li> <li>13. Program Director</li> </ol>	Incident reports. Trends reports.

<b>Areas of Exposure</b>	<b>Level of Risk</b>	<b>Areas of Impact</b>	<b>Action Plan to Reduce Risk</b>	<b>Schedule</b>	<b>Persons Responsible</b>	<b>Evaluation of Actions</b>
Fiscal management.	Low.	Financial. Operational. Reputation.	<ol style="list-style-type: none"> <li>1. Diversification of financial responsibilities.</li> <li>2. Financial policies.</li> <li>3. Annual external audits.</li> <li>4. Statements reviewed by finance committee and Board of Directors.</li> <li>5. Internal controls.</li> <li>6. Monthly review by financial consultants.</li> </ol>	<ol style="list-style-type: none"> <li>1. Annually.</li> <li>2. Annually.</li> <li>3. Annually.</li> <li>4. Monthly.</li> <li>5. Continuous.</li> <li>6. Monthly.</li> </ol>	<ol style="list-style-type: none"> <li>1. CFO</li> <li>2. CFO</li> <li>3. CFO</li> <li>4. CFO</li> <li>5. CFO</li> <li>6. CFO</li> </ol>	External audits. Financial records.
Compliance violations.	Moderate.	Reputation. Financial.	<ol style="list-style-type: none"> <li>1. Compliance Committee.</li> <li>2. Code of Ethics, HIPAA and compliance training.</li> <li>3. HIPAA compliance walkthroughs.</li> <li>4. Attend Compliance Rownd Table meetings.</li> <li>5. Devices containing PHI are secured by locks, encryption or password protection.</li> <li>6. Cell phone use by staff on duty limited to emergency use only when on outings.</li> </ol>	<ol style="list-style-type: none"> <li>1. Meet at least quarterly.</li> <li>2. When hired and annually.</li> <li>3. Bi Annually.</li> <li>4. Quarterly.</li> <li>5. Continuous.</li> <li>6. Continuous.</li> </ol>	<ol style="list-style-type: none"> <li>1. Corporate Compliance Officer.</li> <li>2. Corporate Compliance trainer.</li> <li>3. QA Director/HIPP A Compliance Officer.</li> <li>4. Assigned members of the Compliance Committee.</li> <li>5. Program directors.</li> <li>6. Area managers.</li> </ol>	Agency records. IPAA log
Medication variance.	Moderate.	Health and safety.	<ol style="list-style-type: none"> <li>1. MM or CMA certification is required as a minimum for med administration in all service areas.</li> <li>2. Med variance procedures address training and discipline.</li> </ol>	<ol style="list-style-type: none"> <li>1. On an as needed basis</li> <li>2. On the occasion.</li> </ol>	<ol style="list-style-type: none"> <li>1. DON and Risk Manager.</li> <li>2. DON and Risk Manager.</li> </ol>	Incident reports. Medication variance reports. Trends reports.



### ESSENTIAL STAFF AND ALTERNATES

In an emergency, the alternate person may assume duties as listed below:

NAME	RESPONSIBILITY	ALTERNATE	ALTERNATES AREA OF RESPONSIBILITY	IS THE PERSON FAMILIAR WITH THE JOB DUTIES?
Jack Brown	Executive Director	Ryan Becker	Administration of Facility	Yes
Ryan Becker	Associate Director	<ol style="list-style-type: none"> <li>1. Melissa Bollman</li> <li>2. Tammy Litterer</li> <li>3. Carolyn Repp</li> </ol>	<ol style="list-style-type: none"> <li>1. New Hampton, Osage, Mason City, CCNH, CCMC, 9<sup>th</sup> ST,</li> <li>2. Crestview, Burling House, CC Labor Center, CC South Grand</li> <li>3. Black Hawk County</li> </ol>	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. Yes</li> <li>3. Yes</li> </ol>
Mike Franke	Administrative/Corporate Compliance Director	Sheryl Heyenga	Administration of Facility	Yes
Sheryl Heyenga	Human Resource Director	Mike Franke	Administration of Facility	Yes
Laura Wallace	Admissions Director	Carolyn Repp	All locations	Yes
Patrick Kruckenberg	Financial Management	<ol style="list-style-type: none"> <li>1. Jack Brown</li> <li>2. Ryan Becker</li> <li>3. Julie Funk</li> </ol>	Financial	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. Yes</li> <li>3. Yes</li> </ol>
Melissa Mann	Director of Nursing – Charles City, Mason City, Osage	<ol style="list-style-type: none"> <li>1. Marianne Kuethe</li> <li>2. Shannon Collum</li> </ol>	Charles City, Mason City, Osage	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. Yes</li> </ol>
Shannon Collum	Director of Nursing – Black Hawk County, New Hampton	<ol style="list-style-type: none"> <li>1. Melissa Mann</li> <li>2. Marianne Kuethe</li> </ol>	Black Hawk County, New Hampton	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. Yes</li> </ol>
Rich Turpen	Maintenance Director	<ol style="list-style-type: none"> <li>1. Dan Pringle</li> <li>2. Dan Macomber</li> </ol>	<ol style="list-style-type: none"> <li>1. Charles City, New Hampton, Osage, Mason City</li> <li>2. Black Hawk County</li> </ol>	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. Yes</li> </ol>
Marianne Kuethe	Risk Manager Work Comp Privacy Officer	<ol style="list-style-type: none"> <li>1. Melissa Mann</li> <li>2. Shannon Collum</li> <li>3. Sheryl Heyenga</li> </ol>	Work Comp Risk Manager/Privacy Officer	<ol style="list-style-type: none"> <li>1. Yes</li> </ol>

This procedure has been established to ensure that in the event of a disaster or crisis, personnel will have a clear understanding of who should be contacted. Procedures have been addressed to ensure that communications can be quickly established while activating disaster recovery taking into consideration the care and treatment needs of Comp Systems consumers and employees and making special provisions for the evacuation of persons with physical disabilities.

The Emergency Response Plan will rely principally on key members of management and staff who will provide the technical and management skills necessary to achieve safe and smooth operational recovery. Suppliers of critical goods and services will continue to support recovery of business operations as the company returns to normal operating mode.

**EMERGENCY RESPONSE TEAM  
For Disaster Recovery Plan Activation  
Key Internal Contacts**

The following key internal persons will be contacted by the working supervisor, OCA, OCN or OCM during emergency situations by calling or texting.

<b>Contact</b>	<b>Title</b>	<b>Area of Responsibility</b>	<b>Phone</b>
Jack Brown	Executive Director	All	OCA 641-494-7818
Mike Franke	Administrative/Corporate Compliance Director	All	OCA 641-330-7964
Ryan Becker	Associate Director	All	OCA 641-330-7964
Pat Kruckenberg	CFO	All	OCA 641-494-7818
Jody Baxter	IT Specialist	All	OCA 641-330-7964
Julie Funk	Quality Assurance Director	All	OCA 641-330-7964
Melissa Mann	Director of Nursing	Charles City, Osage, Mason City	OCN 641-228-0909
Shannon Collum	Director of Nursing	Black Hawk County, New Hampton	OCN 319-240-3354
Rich Turpen	Maintenance Director	All	ODM 641-330-6758
Sheryl Heyenga	Human Resource Director	All	OCA 641-330-7964
Laura Wallace	Admissions Director	All	OCA 641-330-7964
Marianne Kuethe	Risk Manager	All	OCA 641-330-7964
Tammy Litterer	Program Director	Crestview and Burling House, CC Labor Center, CC South Grand	OCA 641-330-7964
Melissa Bollman	Program Director	New Hampton, Osage, Mason City, CCCC, CCNH, CCMC, 9 <sup>th</sup> St, CC-HCBS, Treasure Chest NH, Treasure Chest CC, MC-HCBS	OCA 641-330-7964
Carolyn Repp	Program Director	Black Hawk County	OCA 319-240-9545

**Emergency Response for Disaster Recovery  
External Contacts**

The following key external contacts will be notified of emergency situations by Executive Directors, Program Directors, DON or Risk Manager by calling or texting.

<b>Contact</b>	<b>Responsibility</b>	<b>Area of Responsibility</b>	<b>Office or Home Phone</b>	<b>Cell or Work</b>
Chuck Orr	Board President	All	319-234-5279	319-240-0308
Gary Jones	Legal Counsel	As Directed	319-266-3556	319-240-3411
Steve Schmidt	North Risk Partners	All		515-327-8459
Catie Campbell	DIA specialist	ICF/IID		515-281-3759
Deb Dixon	DIA specialist	RCF/IID		515-281-3759
Kristin Barkley	HCBS specialist	HCBS		563-528-5658
Iowa Long-Term Care Ombudsman	Ombudsman	All	515-281-3592	
State Fire Marshall	Fire Marshall	All	515-752-6145	
Iowa Department of Public Health	Public Health	All	515-281-7689	
Floyd County Public Health	Public Health	Charles City	641-257-6111	
Chickasaw County Public Health	Public Health	New Hampton	641-394-4053	
Black Hawk County Public Health	Public Health	Black Hawk County	319-291-2413	
Mitchell County Public Health	Public Health	Osage	641-832-3500	
Cerro Gordo County Public Health	Public Health	Mason City	641-421-9300.	
Williams Consulting, Inc., Keith or Kevin Brunsvold	Software issues	All	641-421-1334	
Floyd County Emergency Management	Emergency management	Charles City	641-330-9900	
Blackhawk County Emergency Management	Emergency management	Waterloo, Cedar Falls	319-291-4373	

Chickasaw County Emergency Management	Emergency management	New Hampton	641-394-2406	
Mitchell County Emergency Management	Emergency management	Osage	641-732-5872	
Cerro Gordo County Emergency Management	Emergency management	Mason City	641-421-3665	
Brad Harms CCLTC Pharmacy	Pharmacy	All	641-228-4137	
Nucara Pharmacy	Pharmacy	Black Hawk County	319-236-8891	
Jim Augustine UnityPoint at Home	Essential medical supplies	All	800-383-6500	515-782-9401
Quality Medical Services - Waterloo	Essential medical supplies	All	319 232 1588	
Quality Medical Services – Charles City	Essential medical supplies	All	641 228 2454	
Black Hawk Nursing and Rehabilitation Center	Transfer agreement	Black Hawk County	319 291 2509	
Chautauqua Guest Homes	Transfer agreement	Charles City	641 228 5351	
Exceptional Opportunities, Inc.	Transfer agreement	All	515 395 3251	

### Emergency Response for Internet and Communication Recovery

#### Key Internal Contact Information

Contact these people for problems or questions regarding hardware, software or internet communication problems.

Name	Area Involved	Phone	Email
Jody Baxter	All	OCA 641-330-7964	jodybaxter@comprehensivesystems.org
Amy Hillegas	All	OCA 641-330-7964	<a href="mailto:amyhillegas@comprehensivesystems.org">amyhillegas@comprehensivesystems.org</a>
Alyssa Muller	Mason City	OCA 641-494-7818	alyssamuller@comprehensivesystems.org
Ryan Becker	All	OCA 641-330-7964	ryanbecker@comprehensivesystems.org

Rich Turpen	All	ODM 641-330-6758	richturpen@comprehensivesystems.org
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**Internet and Communication Recovery  
Key External Contact Information**

Name	Area Involved	Phone
Mediacom	All	800-379-7412 – Business Line
Verizon	All	641-228-4228
TQ Technologies	All	641-355-2700 Reagan Elsbury or Shaun Finn
Century Link	Crestview	(800) 223-7508 and (800) 244-1111 Tech Support Line
Midwest Acutech	All	641-201-1657
CFU	Cedar Falls	319-266-1761
Williams Consulting, Inc.	All	641-421-1334 Keith Brunsvold or Kevin Brunsvold
CL Tel	Mason City office	641-357-2111

**Applications**

General Ledger/Subsidiary ledgers	Intuit – QuickBooks Enterprise
Payroll/Human Resources	Williams Consulting, Inc. 641 421 1334

Copies of this plan are stored on One Drive. Each member of senior management and the disaster recovery team has a computerized and hard copy of this plan to enable quick access at any time.

Key Business Process	Backup Strategy
IT Operations	One Drive
Tech Support – Hardware	Jody Baxter
Tech Support – Software	Jody Baxter
Facilities Management	Jody Baxter
Email	Microsoft Office 365
Disaster Recovery	One Drive
Finance	Pat Kruckenberg (Annette takes home nightly)
Human Resources	One Drive
Web site	WIX

**Emergency Response Team**

The Emergency Response Team is responsible for activating the Risk Management/Disaster Recovery/Emergency Preparedness Plan in the event of any occurrence that affects the safety and security of the individuals served and staff. The Emergency Response Team will be notified by phone or text that an emergency has occurred. They will assess the extent of the damage and its impact on health and safety, business operations and data center. They will then call or text disaster recovery team members to assemble at the site of the problem.

The disaster recovery team consists of administrative and managerial staff of the affected area. The disaster recovery team's responsibilities include:

- Provide safe evacuation from the facility, which includes consideration of the care and treatment needs of the individuals
- Communicate responsibilities to staff
- Communication with external sources of assistance will be done in person, or through phone, text or email. Information communicated includes but not limited to the following: extent of damage and current needs, requirements regarding reporting as outlined by CMS, IDPH or local public health agencies.
- Provide for treatment needs of the individuals served.
- Establish facilities for an emergency level of service within 2 business hours;
- Restore key services within 4 business hours of the incident;
- Recover to business as usual within 8 to 24 hours after the incident;
- Coordinate activities between first responders, emergency personnel, etc.
- Report to the emergency response team.

The Business Recovery Team (BRT) will consist of senior representatives from the business department. The BRT leader will be a senior member of the management team, and will be responsible for taking overall charge of the process and ensuring that the company returns to normal working operations as early as possible.

Business Recovery Team Includes:

- Jack Brown
- Ryan Becker
- Pat Kruckenberg

#### **Communication Procedures in a Disaster**

Members of the management team must have a primary and alternate means to communicate with external sources of assistance regarding the location and condition of the individuals served and employees in the event of a disaster. Communication will be done by whatever means is available depending on the situation: in person, by land line phone, cell phone calling, cell phone texting, faxing or emailing. The Charles City area residential facilities; Burling House, Crestview, and the 9<sup>th</sup> St group home are each equipped with a commercial two way FM radio system with license frequencies programed in to the Emergency Management radio system. This provides 24/7 communication access with the Emergency Management Administrator (EMA) in the event all other means of communication fail. Parent/guardian contact information may be accessed on edoc. If internet service is down in one area, managers may contact managers in other areas by cell phone calling or texting to get the individual served parent or guardian contact information. Employee contact information is located in the human resources medical file or in a sealed envelope in their work area. In addition, managers will have a hard copy of this plan and their employee roster on file in their homes in the event that the headquarters building is inaccessible, unusable, or destroyed.

Members of the management team will be prepared to provide information to Emergency Management on the facility's needs, occupancy information, beds availability, medical and assistive equipment, wheelchairs, availability of staff to assist, and the ability to assist other organizations in regards to occupancy. Occupancy information may be accessed on edoc. If the internet service is down in one area, managers may contact managers in other areas by cell phone calling or texting to get this information. In the event all communication services are nonfunctioning, a list of occupancy for each residential area is located in the facilities fire book. This will be updated as needed, and reviewed at least quarterly at the Quality Improvement quarterly meetings.

In each area the Program Director or designee will take an inventory, as needed, of: PPE, food, water, medical equipment, medication supplies, need to evacuate or transfer individuals served, temporarily loss of part or all facility functions, staff shortages or other necessary supplies. This information then would be relayed to the EMT. If there is staffing shortages, supplies or assistance is required, the EMT, Risk Manager or designee will notify the local EMA and follow directions given regarding submitting requests for assistance. In the event of a large scale emergency disaster, the area healthcare coalitions may be contacted by the EMT to communicate scope of disaster and current needs.

#### **Staffing Strategies in an Emergency**

Off duty staff may be called in during an emergency. Managers will use the employee roster to call or text staff to fill those needs. If a manager or staff member designated to contact other staff members is unavailable or incapacitated, the designated backup staff member will perform notification duties. If necessary, a command center at Comprehensive Systems, Inc. will be activated and notification will be given via recorded messages or through communications with managers. Command center staffing will consist of members of the disaster recovery team and other staff members as necessary.

#### **Procedure for Volunteers in an Emergency**

Volunteer support from individuals with varying levels of skills and training may be utilized in an emergency. Non-medical volunteers will perform non-medical tasks only; will be guided by management staff and will not have access to protected health information. Healthcare professionals who volunteer services within their scope of practice and training must provide proof of current licensure or credentialing to management personnel. Federally designated healthcare professionals, such as Public Health Service staff, National Disaster Medical System medical teams, Department of Defense Nurse Corps, Medical Reserve Corps, or those identified in federally designated Health Professional Shortage Areas may also be used. Comprehensive Systems, Inc. HIPAA Privacy Officer will determine if a Business Associate Agreement is needed if any of the above mentioned healthcare organizations are utilized.

#### **Transportation in an Emergency**

Off duty staff may be called in to help transport evacuees and set up all supplies and services in the alternate site. Safe evacuation from the facility must include consideration of care and treatment needs of evacuees. Comprehensive Systems, Inc. owned or leased vehicles will be used for transportation during an emergency along with community vehicles that may be put into action by the fire department, police department or emergency management. Community vehicles could include but not be limited to ambulances or school busses.

#### **Method for Sharing Information and Medical Documentation**

Necessary medical information to provide continuity of care of a transported individual is sent to the next care provider through the use of a transfer sheet and communication with Comp Systems nurses or other care providers. Documentation of all PHI will be recorded on the evacuation and Relocation form and ICF/IID Emergency Preparedness form. Information for each individuals' necessary care for sheltering in place is

available through individual program plans, medication sheets, nurse's notes, physician orders, primary files, contact forms, and communication with nurses and other supervisory staff. Program Directors, managers or other designee will communicate with family members or others about the general condition and location of transported or sheltered in place individuals or staff.

### **Media Contact**

The media team will consist of Jack Brown and Ryan Becker or others assigned by them to coordinate with the media in dealing with post-disaster communications. Only authorized persons may have direct contact with the media; anyone else contacted should refer questions to the media team. The strategy of the media team is to avoid adverse publicity, take advantage of opportunities for useful publicity and have answers to questions such as, what happened, how did it happen and what are you going to do.

### **Sheltering in Place**

It may be necessary to shelter in place in the event of severe weather, environmental disaster, threat of violence or other unforeseen situations. The most common reason to shelter in place is severe weather or tornado watch or warning. In this event, the area supervisor will advise staff to keep close watch of the forecast through radio or TV, cancel or postpone outings and either leave early or stay late at day services sites to avoid transportation during severe weather. Other unforeseen events mandating sheltering in place will be ordered by the Program Director or designee until the threat is resolved. All residential areas have at least a seven-day supply of provisions for food, water and medical supplies.

### **Financial Assessment**

The emergency response team shall prepare an initial assessment of the impact of the incident on the financial affairs of the company. The assessment should include:

- Loss of financial documents
- Loss of revenue
- Theft of check books, credit cards, etc.
- Loss of cash

### **Financial Recovery**

Immediate Financial Needs – Cash Position

Available funds will be utilized in the following order:

1. General Checking Account
2. Savings Accounts (NH Treasure Chest, Investment Acct, etc.)
3. Line of Credit maintained at First Citizens Bank – The Organization maintains a \$1,250,000 line of credit which is available for operating needs. Contact Mike Brown 641-423-1600.
4. CSI Foundation cash accounts.
5. CSI Foundation unrestricted investment accounts.
6. Refinancing of current long-term debt to provide new capital.
7. Sale (and possible lease back) of real estate.



**Insurance/Loss of Revenue**

As part of the disaster recovery and business continuity strategies a number of insurance policies have been put in place. These include errors and omissions, directors and officer’s liability, general liability, and business interruption insurance for all locations. Bearence Management Group would be contacted to assist in recovery of any lost revenue resulting from a disaster.

<b>Insurance</b>	<b>Contact person</b>
North Risk Partners	Steve Schmidt 515-327-8459

**Training and Testing**

Employees and regular volunteers will receive training on this policy and procedure annually. Maintenance will assure that contractors receive instruction on the emergency preparedness program. Disaster recovery plan exercises are an essential part of the plan development process. In a DRP exercise no one passes or fails; everyone who participates learns from exercises – what needs to be improved, and how the improvements can be implemented. Plan exercising ensures that emergency teams are familiar with their assignments and, more importantly, are confident in their capabilities.

Successful ER plans launch into action smoothly and effectively when they are needed. This will only happen if everyone with a role to play in the plan has rehearsed the role one or more times. The plan should also be validated by simulating the circumstances within which it has to work and seeing what happens.

**Disaster Recovery Plan for Accounting System**

System Name	Accounting Server
Production Server	Location: Mason City office Server Model: Dell Power Edge T320 Operating System: Server 2012 CPUs: Intell Xeon Memory:32GB Total Disk: 200 GB System Handle: Server DNS Entry: 192.168.1.100 IP Address:192.168.1.100
Hardware Vendors	TQ Technologies 641 355 2700 Reagan Elsbury and Shaun Finn

System Owners	Comprehensive Systems, Inc.
Database Owner	Comprehensive Systems, Inc.
Software Vendors	Server 2012 and Symantic
Offsite Storage	Stored offsite every evening

### **Backup Strategy**

Daily – All files on the Mason City Server are backed up daily via an external tape backup system using a three tape rotation. One tape is maintained off site at all times.

Weekly – QuickBooks general ledger files are backed up to an external drive and maintained in a locked file in the Business Office. A backup is also maintained on a computer in Charles City maintained by the Budget Director.

Bi-weekly – At the conclusion of each bi-weekly payroll calculation, payroll files are backed up on an external drive and maintained in a locked file in Mason City with an additional copy of those files located in Charles City.

### **Disaster Recovery Procedure for Loss of Data**

All Data lost on the Mason City server will be restored using the data stored on the previous day's backup tape. Notify Reagan Elsbury at TQ Technologies to assist with this task. If the backup is also destroyed or malfunctions, data may be restored from the data located on weekly and bi-weekly external drives for both payroll and the general ledger. If that data was also destroyed, copies of the data located on the computer of the Budget Director (general ledger) and external files in Charles City (payroll) would be restored.

### **Loss of Hardware**

Data would be restored from backup to other personal computers located in the Mason City building or to a computer in the Crestview office location. The organization also has an agreement with Williams Consulting, Inc. to provide computer space to continue processing payroll in the event of a disaster.

### **Temporary Housing Procedures**

The following pages serve as a guide if any area is uninhabitable due to heating, air conditioning, electrical, or water outage occurrence; or any disasters that cause an area to be uninhabitable. Depending on the circumstances, the Program Director or designee will coordinate the safe transfer of individuals served and staff as outlined below for each geographical area. Essential items such as bedding, clothing, hygiene, food, medication and medical equipment will be transported or acquired to meet the needs of each individual and staff in a timely manner. The Fire Marshall, DIA and MCO's will be notified of emergency relocation.

The Crestview building in Charles City is equipped with an automatic generator and may be used for temporary housing if any residential area has to be evacuated. If Crestview is uninhabitable, the Labor Center or the Community Connection buildings in Charles City could be used for temporary housing.

**Social Security Act, Section 1135 Waiver  
Authority in National Emergencies**

In an emergency or disaster an 1135 Waiver may be declared by the Federal government and can be requested by a State for an individual provider. Waivers allow health care providers to temporarily streamline their work and ensure individuals continue to have safe access to care. The 1135 waiver is for waiving or modifying the regulations that speak to *the provision of care* and does not apply *to conditions of payment*. An 1135 waiver happens when the following occur:

1. The U.S. President declares a disaster or emergency under the Stafford Act and the National Emergencies Act.
2. The U.S. Department of Health and Human Services declares a public health emergency.

In the event that any area of Comprehensive Systems, Inc. is impacted by a disaster to a degree that compliance to CMS requirements is not possible, per the Incident Command System, the Incident Commander and the Compliance Officer will submit a request to operate under an 1135 waiver authority to the CMS Regional Office and State Survey Agency via email. The CMS Regional office in Iowa can be notified at [ROCHISC@cms.hhs.gov](mailto:ROCHISC@cms.hhs.gov). The email must include the following:

- a. The Facility Name
- b. Full Mailing Address (including county)
- c. CMC Certification Number (CCN)
- d. Facility Contact Name and Information
- e. Explanation of why the waiver is needed.
- f. The scope of the issue and the impact it has on the entity
- g. The type of relief the facility is seeking or the regulatory requirement(s)/reference(s) the facility is seeking to have waived
- h. Requesting an increase in certified bed capacity, if applicable.
- i. Assure processes are in place to keep careful records of CMS beneficiaries to whom services are provided to assure proper payment may be made.

CSI would return to compliance as soon as possible and by the end of the approved operational period or end of the emergency period.

The 1135 waiver is limited in scope in respect to time. The waiver usually ends when the disaster or emergency situation is over, or in 60 days from the original issuance of the waiver unless additional 60 day periods are required to be added.

Comprehensive Systems, Inc. has completed a risk assessment and have identified possible risks in the following areas:

1. Emergent Health Problems or Pandemic Infectious Disease
2. Severe Weather
3. Violent or threatening Situations
4. Fire
5. Natural or manmade disasters
6. Staff shortage

Comprehensive Systems, Inc. would continue operations per outlined in the Incident Command System and in accordance with the Risk Management Plan/Disaster Recovery Plan/Emergency Preparedness Plan. The identified personnel in the Incident Command System and the Risk Management Plan/Disaster Recovery Plan/Emergency Preparedness Plan would work together to assure adequate coverage of staff, equipment and supplies to ensure individuals continue to have safe access to care.

**Comprehensive Systems, Inc.  
Business Interruption and Response  
All Blackhawk County Locations**

Problem	Impact	Primary Contact Person	Response
Gas, electrical, AC, or heating outage	Impact could range from minimal to emergency depending on duration	OCA 319-240-9545 The OCA will contact maintenance if needed.	<ol style="list-style-type: none"> <li>1. Call OCA, OCN</li> <li>2. Complete head count</li> <li>3. Evacuate to CCBH</li> <li>4. Complete head count</li> </ol>
Gas leak or carbon monoxide	Impact could range from minimal to emergency	OCA 319-240-9545 The OCA will contact maintenance if needed	<ol style="list-style-type: none"> <li>1. If smell gas or CO detector alarm sounds, open windows and call maintenance. Evacuate immediately if having symptoms such as drowsiness or headache.</li> <li>2. Maintenance will evaluate the situation and progress as needed.</li> <li>3. If must evacuate, follow above procedure.</li> </ol>
Alarm system down	Minimal impact	OCA 319-240-9545 The OCA will contact maintenance if needed	<ol style="list-style-type: none"> <li>1. Call OCM</li> <li>2. Assigned person will follow the procedure for half hour checks of the building per policy Fire Alarm Outage Policy.</li> </ol>
Water outage	Minimal impact unless expected duration exceeds 24 hours	OCA 319-240-9545 The OCA will contact maintenance if needed	<ol style="list-style-type: none"> <li>1. Call OCA, OCN</li> <li>2. Complete head count</li> <li>3. Evacuate to the safe location that is designated by the supervisor</li> <li>4. Complete head count</li> </ol>
Fire	Emergency situation may require relocation	OCA 319-240-9545	<ol style="list-style-type: none"> <li>1. Evacuate the building and assure safety</li> <li>2. Complete head count</li> <li>3. Call OCA, OCN, OCM – use cell phone or neighbors phone if needed</li> <li>4. Relocate to the CCBH or other area as directed by the supervisor</li> <li>5. Complete head count</li> </ol>
Flood or water pipe break resulting in flooded building	Minimal risk of flood at any BHC site	OCA 319-240-9545	<ol style="list-style-type: none"> <li>1. Follow fire evacuation procedures.</li> </ol>

Home uninhabitable due to tornado or other disaster	Emergency situation- may require relocation	OCA 319-240-9545	<ol style="list-style-type: none"> <li>1. Take shelter during the disaster</li> <li>2. Complete head count.</li> <li>3. Call OCA, OCN, OCM, - if land line phones are down, use cell phone calling or texting.</li> <li>4. Relocate to CC BHC or as directed by the emergency response team.</li> <li>5. Complete head count.</li> </ol>
Communication outage	Land line phones not available 911 not available Cell phones may or may not work Email may or may not work	OCA 319-240-9545	<ol style="list-style-type: none"> <li>1. Try using cell phones.</li> <li>2. Try using neighbor's phone.</li> <li>3. If phone service overloaded, try to text or email.</li> <li>4. Have battery or non-electric radio available for alerts.</li> <li>5. Refer to Disaster Recovery Plan P625</li> </ol>

**Local Emergency Contacts  
Blackhawk County**

Emergency	Agency Information	Phone Number
Electrical Outage	Mid America (Waterloo) Cedar Falls Utilities (Cedar Falls)	800-292-8989 (Waterloo) 319-268-5360 (Cedar Falls)
Gas Outage/Gas Leak	Mid America (Waterloo) Cedar Falls Utilities (Cedar Falls)	800 292-8989 (Waterloo) 319-268-5360 (Cedar Falls)
Fire	Fire Department	911
Tornado	Local TV/Radio/Blackhawk County Sheriff	911
Phone Service	Cedar Falls Utilities (Cedar Falls) Century Link (Waterloo)	(800) 244-1111
Internet Outage	Cedar Falls – Cedar Falls Utilities Other BHC areas – Mediacom	319-268-5360 1-877-230-7602
Alarms	Securitas Alarm Monitoring	1-800-248-8807
Lindsey Dix	CCBH Supervisor	OCA 319-240-9545
Sara Lyons	Highland and Theimer	OCA 319-240-9545
Sondra Schmitt	Richland and South Hill	OCA 319-240-9545
Sara Mahncke	Country Lane and Carlton	OCA 319-240-9545
Jaime Hanesford	Kaplan and Country Lane	OCA 319-240-9545
Carolyn Repp	BHC Program Director	OCA 319-240-9545
Shannon Collum	Director of Nursing	OCN 319-240-3354
Primary physicians: Brian Sankey	MercyOne Medical Center	319 272 5000

Primary physicians: Dr. Matt Smith and Dr. Sampat	Unity Point Health-Allen Hospital	319-235-3941
Local hospital	MercyOne Waterloo/Cedar Falls	319-272-8000 (Waterloo) 319-265-3000 (Cedar Falls)

**Comprehensive Systems, Inc.  
Business Interruption and Response  
All Charles City Locations**

Problem	Impact	Primary Contact Person	Response
Gas, electrical, AC, or heating outage	Impact could range from minimal to emergency depending on duration	OCM 641-330-6758	<ol style="list-style-type: none"> <li>1. Call OCA, OCN</li> <li>2. Complete head count</li> <li>3. Evacuate to the CC Labor Center</li> <li>4. Complete head count</li> </ol>
Gas leak or carbon monoxide	Impact could range from minimal to emergency	OCM 641-330-6758	<ol style="list-style-type: none"> <li>1. If smell gas or CO detector alarm sounds, open windows and call maintenance. Evacuate immediately if having symptoms such as drowsiness or headache.</li> <li>2. Maintenance will evaluate the situation and progress as needed. If must evacuate, follow above procedure.</li> </ol>
Alarm system down	Minimal impact	OCM 641-330-6758	<ol style="list-style-type: none"> <li>1. Call OCM</li> <li>2. Assigned person will follow the procedure for half hour checks of the building per policy Fire Alarm Outage Policy.</li> </ol>
Water outage	Minimal impact unless expected duration exceeds 24 hours	OCM 641-330-6758	<ol style="list-style-type: none"> <li>1. Call OCA, OCN</li> <li>2. Complete head count</li> <li>3. Evacuate to the safe location that is designated by the supervisor Complete head count</li> </ol>
Fire	Emergency situation may require relocation	OCA 641-330-7964	<ol style="list-style-type: none"> <li>1. Evacuate the building and assure safety</li> <li>2. Complete head count</li> <li>3. Call OCA, OCN, OCM – use cell phone or neighbors phone if needed</li> <li>4. Relocate to the CC Labor Center or other area as directed by the supervisor</li> </ol>

			5. Complete head count
Flood or water pipe break resulting in flooded building	Minimal risk of flood at any Charles City site	OCA 641-330-7964	1. Follow fire evacuation procedures.
Home uninhabitable due to tornado or other disaster	Emergency situation- may require relocation	OCA 641-330-7964	1. Take shelter during the disaster 2. Complete head count. 3. Call OCA, OCN, OCM, - if land line phones are down, use cell phone calling or texting. 4. Relocate to CC Labor Center or as directed by the emergency response team. 5. Complete head count.
Communication outage	Land line phones not available 911 not available Cell phones may or may not work Email may or may not work	OCA 641-330-7964	1. Try using cell phones. 2. Try using neighbor's phone. 3. If phone service overloaded, try to text or email. 4. Have battery or non-electric radio available for alerts. 5. Refer to Disaster Recovery Plan P625

**Local Emergency Contacts  
Charles City**

Emergency	Agency Information	Phone Number
Electrical Outage	Mid-American	800-799-4443
Gas Outage/Gas Leak	Mid-American	800-595-5325
Fire	Charles City Fire Department	911
Tornado	Local TV/Radio/Floyd County Sheriff	911
Phone service	Crestview only – Century Link	(800) 223-7508 and (800) 244-1111- Tech Support Line
Internet Outage	Mediacom	800-379-7412 – Business Line
Alarm System	Securitas Alarm Monitoring	800-248-8807
Melissa Bollman	Program Director, Treasure Chest CC, 9 <sup>th</sup> St., CCCC, and CC HCBS	OCA 641-330-7964
Melissa Mann	Director of Nursing	OCN 641-228-0909
Tammy Litterer	Program Director – Crestview, Burling House, CC Labor Center and CC South Grand	OCA 641-330-7964
Judy Rust	9 <sup>th</sup> St Supervisor	OCA 641-330-7964
Lisa Steinlage	CC Small Group Employment and Treasure	OCA 641-330-7964

	Chest supervisor	
Kerri White	CC Day Program	OCA 641-330-7964
Primary physician: Janet Tull	Floyd County Medical Center Clinic	641-257-1184
Local hospital	Floyd County Medical Center	641-228-6830

**Comprehensive Systems, Inc.  
Business Interruption and Response  
All Mason City Locations**

Problem	Impact	Primary Contact Person	Response
Gas, electrical, AC, or heating outage	Impact could range from minimal to emergency depending on duration	OCM 641-330-6758	<ol style="list-style-type: none"> <li>1. Call OCA, OCN</li> <li>2. Complete head count</li> <li>3. Evacuate to CC IMC</li> <li>4. Complete head count</li> </ol>
Gas leak or carbon monoxide	Impact could range from minimal to emergency	OCM 641-330-6758	<ol style="list-style-type: none"> <li>1. If smell gas or CO detector alarm sounds, open windows and call maintenance. Evacuate immediately if having symptoms such as drowsiness or headache.</li> <li>2. Maintenance will evaluate the situation and progress as needed. If must evacuate, follow above procedure.</li> </ol>
Alarm system down	Minimal impact	OCM 641-330-6758	<ol style="list-style-type: none"> <li>1. Call OCM</li> <li>2. Assigned person will follow the procedure for half hour checks of the building per policy Fire Alarm Outage Policy.</li> </ol>
Water outage	Minimal impact unless expected duration exceeds 24 hours	OCM 641-330-6758	<ol style="list-style-type: none"> <li>1. Call OCA, OCN</li> <li>2. Complete head count</li> <li>3. Evacuate to the safe location that is designated by the supervisor Complete head count</li> </ol>
Fire	Emergency situation may require relocation	OCA 641-494-7818	<ol style="list-style-type: none"> <li>1. Evacuate the building and assure safety</li> <li>2. Complete head count</li> <li>3. Call OCA, OCN, OCM – use cell phone or neighbors phone if needed</li> <li>4. Relocate to the CCMC or other area as</li> </ol>



			directed by the supervisor 5. Complete head count
Flood or water pipe break resulting in flooded building	Minimal risk of flood at any Mason City site	OCA 641-494-7818	1. Follow fire evacuation procedures.
Home uninhabitable due to tornado or other disaster	Emergency situation- may require relocation	OCA 641-494-7818	1. Take shelter during the disaster 2. Complete head count. 3. Call OCA, OCN, OCM, - if land line phones are down, use cell phone calling or texting. 4. Relocate to CCMC or as directed by the emergency response team. 5. Complete head count.
Communication outage	Land line phones not available 911 not available Cell phones may or may not work Email may or may not work	OCA 641-494-7818	1. Try using cell phones. 2. Try using neighbor's phone. 3. If phone service overloaded, try to text or email. 4. Have battery or non-electric radio available for alerts. 5. Refer to Disaster Recovery Plan P625

**Local Emergency Contacts  
Mason City**

Emergency	Agency Information	Phone Number
Electrical Outage	Aliant Energy 24 hour outage reporting	1-800-255-4268
Gas Outage/Gas Leak	Aliant Energy 24 hour outage reporting	1-800-255-4268
Fire	Mason City Fire Department	911
Tornado	Local TV/Radio/Cero Gordo County Sheriff	911
Phone Service and Internet Outage	Century Link	(800) 244-1111
Phone Service and Internet Outage - Mason City office	CL Tel	641-530-3504
Sarah Beyer	Mason City Home Administrator	OCA 641-494-7818
Melissa Bollman	RCF/IID, HCBS, and Vocational Program Director	OCA 641-494-7818
Melissa Mann	Director of Nursing	OCN 641-228-0909
Marge Quigley	CCMC Supervisor	OCA 641-494-7818

Primary physician: MercyOne Regency Clinic physicians	MercyOne Regency Clinic	641-428-6900
Local hospital	MercyOne North Iowa	641-428-7000

**Comprehensive Systems, Inc.  
Business Interruption and Response  
All New Hampton Locations**

Problem	Impact	Primary Contact Person	Response
Gas, electrical, AC, or heating outage	Impact could range from minimal to emergency depending on duration	OCM 641-330-6758	<ol style="list-style-type: none"> <li>1. Call OCA, OCN</li> <li>2. Complete head count</li> <li>3. Evacuate to St Johns School or CC Labor Center</li> <li>4. Complete head count</li> </ol>
Gas leak or carbon monoxide	Impact could range from minimal to emergency	OCM 641-330-6758	<ol style="list-style-type: none"> <li>1. If smell gas or CO detector alarm sounds, open windows and call maintenance. Evacuate immediately if having symptoms such as drowsiness or headache.</li> <li>2. Maintenance will evaluate the situation and progress as needed. If must evacuate, follow above procedure</li> </ol>
Alarm system down	Minimal impact	OCM 641-330-6758	<ol style="list-style-type: none"> <li>1. Call OCM</li> <li>2. Assigned person will follow the procedure for half hour checks of the building per policy Fire Alarm Outage Policy.</li> </ol>
Water outage	Minimal impact unless expected duration exceeds 24 hours	OCM 641-330-6758	<ol style="list-style-type: none"> <li>1. Call OCA, OCN</li> <li>2. Complete head count</li> <li>3. Evacuate to the safe location that is designated by the supervisor Complete head count</li> </ol>
Fire	Emergency situation may require relocation	OCA 641-330-7964	<ol style="list-style-type: none"> <li>1. Evacuate the building and assure safety</li> <li>2. Complete head count</li> <li>3. Call OCA, OCN, OCM – use cell phone or neighbors phone if needed</li> <li>4. Relocate as directed by the supervisor</li> <li>5. Complete head count</li> </ol>
Flood or water pipe break resulting in flooded building	Minimal risk of flood at any New Hampton site	OCA 641-330-7964	<ol style="list-style-type: none"> <li>1. Follow fire evacuation procedures.</li> </ol>
Home uninhabitable due to	Emergency situation- may require	OCA 641-330-7964	<ol style="list-style-type: none"> <li>1. Take shelter during the disaster</li> </ol>

tornado or other disaster	relocation		<ol style="list-style-type: none"> <li>2. Complete head count.</li> <li>3. Call OCA, OCN, OCM, - if land line phones are down, use cell phone calling or texting.</li> <li>4. Relocate as directed by the emergency response team.</li> <li>5. Complete head count.</li> </ol>
Communication outage	Land line phones not available 911 not available Cell phones may or may not work Email may or may not work	OCA 641-330-7964	<ol style="list-style-type: none"> <li>1. Try using cell phones.</li> <li>2. Try using neighbor's phone.</li> <li>3. If phone service overloaded, try to text or email.</li> <li>4. Have battery or non-electric radio available for alerts.</li> <li>5. Refer to Disaster Recovery Plan P625</li> </ol>

**Local Emergency Contacts  
New Hampton**

Emergency	Agency Information	Phone Number
Electrical Outage	City of New Hampton Municipal Light Plant	641-394-2196
Gas Outage/Gas Leak	Black Hills Energy	888-890-5554
Fire	New Hampton Fire Department	911
Tornado	Local TV/Radio/Chickasaw County Sheriff	911
Phone Service and Internet Outage	Mediacom	800-379-7412
Linda Herman	New Hampton Home Supervisor	OCA 641-330-7964
Peg Testroet	Day Hab	OCA 641-330-7964
Peg Testroet	CCNH Supervisor	OCA 641-330-7964
Melissa Bollman	Program Director	OCA 641-330-7964
Shannon Collum	Director of Nursing	OCN 319-240-3354
Primary physician: MercyOne Family Medicine physicians	MercyOne family Medicine New Hampton	641-394-2151
Local hospital	MercyOne New Hampton Medical Center	641-394-4121

**Comprehensive Systems, Inc.  
Business Interruption and Response  
All Osage Locations**

Problem	Impact	Primary Contact Person	Response
Gas, electrical, AC, or heating outage	Impact could range from minimal	OCM 641-330-6758	1. Call OCA, OCN

	to emergency depending on duration		<ol style="list-style-type: none"> <li>2. Complete head count</li> <li>3. Evacuate to CC Labor Center</li> <li>4. Complete head count</li> </ol>
Gas leak or carbon monoxide	Impact could range from minimal to emergency	OCM 641-330-6758	<ol style="list-style-type: none"> <li>1. If smell gas or CO detector alarm sounds, open windows and call maintenance. Evacuate immediately if having symptoms such as drowsiness or headache.</li> <li>2. Maintenance will evaluate the situation and progress as needed. If must evacuate, follow above procedure</li> </ol>
Alarm system down	Minimal impact	OCM 641-330-6758	<ol style="list-style-type: none"> <li>1. Call OCM</li> <li>2. Assigned person will follow the procedure for half hour checks of the building per policy Fire Alarm Outage Policy.</li> </ol>
Water outage	Minimal impact unless expected duration exceeds 24 hours	OCM 641-330-6758	<ol style="list-style-type: none"> <li>1. Call OCA, OCN</li> <li>2. Complete head count</li> <li>3. Evacuate to the safe location that is designated by the supervisor Complete head count</li> </ol>
Fire	Emergency situation may require relocation	OCA 641-330-7964	<ol style="list-style-type: none"> <li>1. Evacuate the building and assure safety</li> <li>2. Complete head count</li> <li>3. Call OCA, OCN, OCM – use cell phone or neighbors phone if needed</li> <li>4. Relocate to the CC Labor Center or other area as directed by the supervisor Complete head count</li> </ol>
Flood or water pipe break resulting in flooded building	Minimal risk of flood in Osage	OCA 641-330-7964	<ol style="list-style-type: none"> <li>1. Follow fire evacuation procedures.</li> </ol>
Home uninhabitable due to tornado or other disaster	Emergency situation- may require relocation	OCA 641-330-7964	<ol style="list-style-type: none"> <li>1. Take shelter during the disaster</li> <li>2. Complete head count.</li> <li>3. Call OCA, OCN, OCM, - if land line phones are down, use cell phone calling or texting.</li> </ol>

			<ol style="list-style-type: none"> <li>4. Relocate to CC Labor Center or as directed by the emergency response team.</li> <li>5. Complete head count.</li> </ol>
Communication outage	Land line phones not available 911 not available Cell phones may or may not work Email may or may not work	OCA 641-330-7964	<ol style="list-style-type: none"> <li>1. Try using cell phones.</li> <li>2. Try using neighbor's phone.</li> <li>3. If phone service overloaded, try to text or email.</li> <li>4. Have battery or non-electric radio available for alerts.</li> <li>5. Refer to Disaster Recovery Plan P625</li> </ol>

**Local Emergency Contacts  
Osage**

Emergency	Agency Information	Phone Number
Electrical Outage	Municipal Utilities Comp Center	641-832-3731
Gas Outage/Gas Leak	Municipal Utilities Comp Center	641-832-3731
Fire	Osage Fire Department	911
Tornado	Local TV/Radio/Mitchel County Sheriff	911
Phone Service and Internet Outage	Mediacom	800-379-7412
Michele Wagner	Osage Home Supervisor	OCA 641-330-7964
Melissa Bollman	Program Director	OCA 641-330-7964
Melissa Mann	Director of Nursing	OCN 641-228-0909
Primary physician: Colleen Byrnes	Mitchell County Regional Health Center	641-732-6100
Local hospital	Mitchell County Regional Health Center	641-732-6000

Adopted: 05/25/06

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