



## Emergency Action & Disaster Recovery Plan

### **Purpose**

This plan has two primary purposes and one secondary purpose:

- Primary Purposes:
  - Training guide for staff so that they will be prepared to handle emergency situations
  - Guidelines for restoring the Chamber to normal operating conditions within a minimal time frame after a disaster
  
- Secondary Purpose:
  - Reference guide for staff during an emergency

### **Implementation**

- This plan will be given to all staff upon being hired, and they will be asked to acknowledge in writing that they have read and understand the plan.
- This plan shall be reviewed by all staff annually.
- Each staff member is responsible for keeping one copy of this plan at his/her desk and one copy at his/her home.
- An electronic copy of this plan will be kept on the share drive at the following location:  
*F: Share/DISASTER PLAN.doc*

## Table of Contents

Phone Numbers	
Staff.....	3-4
Authorities.....	5
Equipment/Service Providers.....	5
Utilities.....	5
Emergency Action Plan	
CPR & First Aid Training.....	6
Phone Threat.....	7
Electricity Shut Off Location.....	7
First – Aid Emergency Supply Kit Contents & Location.....	7
Evacuation Procedures.....	8
Fire.....	8-9
Hazardous Material .....	10-11
Injury, Medical Emergency, or Death.....	11-12
OSHA.....	12
Power Outage.....	12
Shelter-in-Place Plan.....	12
Technology Failure.....	13
Tornado.....	13-14
Training.....	14
Violence.....	14
Weather/FM Radio Locations.....	15
Winter Weather.....	15
Media Relations.....	15
First 24 Hours - Disaster Recovery Plan.....	16-18
Receipt & Acknowledgement.....	19

## **PHONE NUMBERS**

*Note: Lisa keeps a list of emergency contacts for all staff both on and off site.*

Casey Adams

800 Turkey Foot Ct. # 2  
Lexington, KY 40502 (January 17)  
Cell: (859) 494-3792

Dave Adkisson (Bonnie)

1000 Richmond Rd.  
Lexington, KY 40502 (September 11)  
(859) 335-6406  
Cell: 502-229-9304

Amanda Bledsoe (Adam)

4305 Winchester Rd.  
Louisville, KY 40207 (February 8)  
Cell: (502) 693-5281

Sheila Boardman

402 Mallard Dr.  
Frankfort, KY 40601 (January 31)  
(502) 695-5441  
Cell: (502) 330-0314

Shannon Byrne (Jeremiah)

804 Brookhill Road  
Louisville, KY 40223 (May 26)  
(502) 671-5134  
Cell: (502) 494-8047

David Carpenter (Ben Payne)

1720 Courtney Ave.  
Lexington, KY 40505 (Oct. 25)  
(859) 539-1017

Sarah Vaught Cathey (Jeremy)

43 Majestic Oak Cove  
Humboldt, TN 38343 (August 1)  
(731) 784-6226  
Cell: (731) 697-6264

Melissa Cline (Casey)

17308 Polo Fields Lane  
Louisville, KY 40245 (August 5)  
(502) 693-4601

Ali Crain

2106 Fayette Dr. #2  
Richmond, KY 40475 (January 24)  
Cell: (859) 314-3047

Carrie Fiorella

400 Queensway Drive  
Lexington, KY 40502 (April 11)  
Cell/Home: (270) 570-2274

Andrea Flanders (Bryan)

148 Irving Lane  
Georgetown, KY 40324 (February 15)  
(502) 867-6954  
Cell: (859) 396-3364

Jessica Fletcher (Scott)

622 Gay Place  
Lexington, KY 40505 (June 6)  
Cell: (859) 539-0511

Jim Ford

272 Forest Hill Drive  
Lexington, KY 40509 (May 26)  
(859) 608-1150  
Cell: (502) 330-3020 or (859) 608-1150

Catherine Gaertner (Ben)

1583 Mink Run Road  
Frankfort, KY 40601 (March 29)  
Cell: (502) 320-3771

Charles George (Kristen)

2601 Longleaf Place  
Lexington, KY 40503 (November 19)  
Cell: (502) 445-9981

Allyson Hamilton-McIntire (Brian)

107 Goodman Way  
Frankfort, KY 40601 (February 18)  
Home/Cell: (502) 507-2559

Chad Harpole

175 Hawthorne Dr.  
Georgetown, KY 40324 (October 6)  
Home/Cell: (859) 948-4755

Lisa Harris (Phillip)

241 Crestwood Drive  
Frankfort, KY 40601 (October 7)  
(502) 227-9013  
Cell: (502) 382-8133

Final 2012

Lori Jo Hill  
421 McCroskey Pike  
Harrodsburg, KY 40330 (Sept. 20)  
Cell: (859)613-2840

Aimee Hiller  
364 Albany Rd.  
Lexington, KY 40503 (April 13)  
(859) 523-8312  
Cell: (859) 321-3474

Micah Johnson  
4390 Clearwater Way #3307  
Lexington, KY 40515 (March 7)  
(859) 219-9146  
Cell: (859) 559-3358

Brian Jones  
3646 Brownsboro Rd.  
Louisville, KY 40207 (October 9)  
Cell: (502) 415-0208

Candy B. Keeton (Jimmy)  
4625 Marlberry Place  
Lexington, KY 40509 (October 5)  
(859) 523-6071  
Cell: (859) 494-1006

Rosanne Mastin (Jasen)  
1932 Duker Ave.  
Louisville, KY 40205 (February 18)  
(502) 451-6697  
Cell: (404) 964-8894

Patrick Merchak (Sharon)  
1208 Birmingham Lane  
Lexington, KY 40513 (October 22)  
(859) 296-2989  
Cell: (859) 559-1010

Carlos Phillips (LaTonya)  
17711 Curry Branch Rd.  
Louisville, KY 40245 (April 22)  
Cell: (502) 759-5254

Diana B. Ratliff  
P.O. Box 3989  
Midway, KY 40347 (December 24)  
(859) 846-5676  
Cell: (859) 321-6449

Shannon Rizzo  
3109 Montavesta Rd. (July 6)  
Lexington, KY 40502  
(859)-269-5735  
Cell: (859) 619-3056

Denise Scott  
8012 Village Point Dr.  
Louisville, KY 40291 (December 17)  
(502) 231-9910  
Cell: (502) 417-7601

Beverly Standifer  
212 Hanly Lane  
Frankfort, KY 40601 (September 22)  
(502) 695-5039  
Cell: (502) 226-0311

Bryan Sunderland (Mindy)  
17444 Curry Branch Road  
Louisville, KY 40245 (October 9)  
Cell: (502) 419-4454

Donna Taylor  
243 Koster St.  
Lexington, KY 40503 (March 8)  
Cell: (859) 351-2873

Brenda Travis (William)  
432 Village Drive  
Frankfort, KY 40601 (November 26)  
(502) 352-6500  
Cell: (859) 608-1602

## Authorities/Emergency Medical Care

**\*\*\*Call 911 for Emergencies\*\*\*OUR LOCATION: 464 Chenault Rd., Frankfort, KY 40601  
 We are located in Franklin Co. (not the city), so county officials will respond.  
 Manuals on all mechanical systems are located in the mechanical room file cabinet.**

<b>EMERGENCY</b> * Frankfort does have enhanced 911, but be sure to give the dispatcher as much information as possible. The chamber will have a defibrillator on site in 2012. There is a "knock box" holding a key for fire dept access at the back door by Aimee's office.	<b>911</b>
Franklin County Sheriff's Office	(502) 875-8740
Frankfort City Police Department	(502) 875-8523
Franklin Co. Fire Department (Chenault Rd).	(502) 695-1617
Kentucky Poison Control	800-222-1222
Homeland Security	800-BE-READY
KY State Police	800-222-5555
Franklin County Emergency Management	502-352-2250
Frankfort Regional Medical Center 299 Kings Daughters Drive	502- 875-5240
KY Division of Emergency Management	502-607-2309
Kentucky Traffic and Travel Information	(In-state toll-free) 511

## Equipment/Service Providers

Fire & Sprinkler *Sprinkler closet outside back door contains shut off. Key located in key box – Patrick's office.	Fire Alarm Pro	(859) 381-1602 Passcode 756 Account 072756
Burglar and Door Access	Sonitrol	1-800-255-2525 press 1
Computer System	Dean Dorton and Ford Tech	(859) 425-7703
HVAC	Perfection	(859) 885-1488
HVAC Software	Innerspace	(859) 266-5300
Insurance	Roeding Group	(859) 296-4580
Phone Hardware & Programming	Unified Technologies	(859) 899-3311
Building Construction	Hayden Co.	(859)885-3388
Electrical	Integrated Services	(859) 858-2911

## Utilities

Electric	Frankfort Plant Board	(502) 352-4372
Water	Frankfort Plant Board	(502) 352-4372
Gas	Columbia Gas	(800)432-9345
Sewer	BGMU	(502) 782-1220
Phone Lines	ATT	(866) 620-6000
Chamber Internet	ATT	(800)235-7524

## **CPR & First Aid Training**

Selected Chamber staff will receive basic first aid and CPR training and defibrillator training and will maintain certifications. Any staff member may use the skills they know or learn to assist individuals in need to the extent that they feel comfortable.

The Chamber maintains an on-site defibrillator located in a drawer at the reception desk. If an emergency occurs, notify one of the following trained staff members:

Aimee Hiller	Shannon Byrne	Brenda Travis
Lisa Harris	Rosanne Mastin	Denise Scott
Candy Keeton	Beverly Standifer	
Micah Johnson	Carrie Fiorella	

## **BASIC MANUAL CPR FOR ADULTS**

### **CALL**

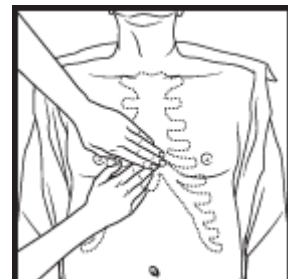
Check the victim for **unresponsiveness**. If the person is not responsive and not breathing or not breathing normally. Call 911 and return to the victim. In most locations the emergency dispatcher can assist you with CPR instructions.



### **2. PUMP**

If the victim is still not breathing normally, coughing or moving, begin chest compressions. **Push** down in the center of the chest 1.5 inches.

Pump hard and fast at the rate of at least 100/minute, about 2 per second.



*TIPS: A good measure is to sing Stayin Alive chorus by Bee Gees and pump with beat. It is not unusual to hear pops and snaps when you begin CPR. Keep going. You will not make it worse.*



## **Phone Threat (bomb or other threat)**

- **Keep the caller on the line** as long as possible.
- Flag another staff member, email, or in some other way **notify someone to call the police.**
- **Get details** from the caller. For example:
  - Who is this?
  - Where are you calling from?
  - When will the bomb go off?
  - Where is the bomb?
  - What kind of bomb is it?
  - What does it look like?
  - Why did you do this?
- **Note the phone number on caller ID.** Listen for background noises that may help pinpoint the caller's location (i.e., train whistle, music, other voices, intercom announcements, etc.). Note: The chamber phone system logs call, so notify administrative staff of call.
- **Call the police if you weren't able to get assistance while caller was on the line.**
- **Follow instructions given by law enforcement** when they arrive.
- **Notify administrative staff to lock the front door immediately by calling Sonitrol at 859-255-2525 ext. 1** if there's any threat to staff safety. Wait for instructions.
- **Evacuate the building if advised** to do so by law enforcement or if any of the following occurs:
  - A suspicious device is found
  - Actual events are reported elsewhere in town
  - Caller identifies him or herself as member of terrorist organization
  - The caller is highly specific as to:
    - Location of device
    - Time of explosion
    - Reasons for the attack
- See pages 6 - 7 for Evacuation Procedures. Dial **INTERCOM 8877** to make a full staff announcement.

## **Electricity & Water Shut Off Location**

Electricity - Mechanical Room back office. ATT closet front offices.

Water – in lawn outside back door, back parking lot.

Sprinkler – in sprinkler closet outside back door, back parking lot. Key in Patrick's office.

## **First Aid -Emergency Supply Kit Contents & Location**

Flashlights will be available in every desk. **First Aid kit Location:**

- **Staff Kitchen**

Contains:

- Bottled water
- Non-perishable food (small supply)

- Knife
- Tool kit
- First aid kit
- Flashlight/Radio that does not require batteries
- Duct tape
- Blankets (for shock victims)

## **Evacuation Procedures**

**\*\*\*It is preferable that an evacuation be initiated by a member of management, but any staff member may initiate an evacuation if he or she believes the situation warrants it.\*\*\***

Possible reasons for evacuation include but are not limited to:

- Bomb Threat
- Fire
- Hazardous material spill/exposure (i.e., gas leak)
- Violence

### **To initiate an evacuation:**

- On any phone, press **INTERCOM 8877** to access the intercom.
- Say, *“This is (your name), and we need to evacuate the building immediately. All staff and guests, please exit the building and report to the farthest section of the parking lot.”*
- Call 911.

### **If an evacuation is called:**

- Exit the building immediately through the nearest safe exit, and report to the empty lot on the public affairs side of the building.
- Instruct any guests in the building to do the same.
  - The following positions are responsible for quickly checking for guests who may be in restrooms, meeting rooms, kitchens, etc., if they believe it is safe to do so:
    - Vice President, Chamber Admin – Admin offices, Central Bank Room and men’s restroom.
    - Receptionist– Leadership KY, Women’s restrooms, kitchen, Biz Ed
    - Executive Assistant – Front meeting rooms, restrooms
- A member of management will take roll in the lot and attempt to account for any staff not present. Do not leave the lot until the roll has been taken unless you are injured, in which case seeking medical attention should be your first priority.

**\*\*\*A member of management will advise staff when it is safe to reenter the building.\*\*\***

## **Fire**

### **If you see a small fire (i.e., trash can fire):**

- Pull the fire alarm.
  - Pull stations are located by the exits:
- You may attempt to extinguish it.
  - Fire extinguishers are maintained annually and are located:



- In catering kitchen
  - By back exits
  - In the both kitchens
  - By public restrooms
  - In the supply room – Lisa’s area
- To operate the extinguisher, remember “PASS”:
    - **P - Pull the pin**
    - **A - Aim at the base of the fire**
    - **S - Squeeze the handle**
    - **S - Spray in a sweeping motion**
  - Never put a used fire extinguisher back in the holder—Notify management that the extinguisher has been used.
  - Call a member of management.

**If you smell heavy smoke or see a large fire:**

- Pull the fire alarm.
  - Pull stations are located by the exits:
- If you cannot safely access a pull station:
  - Initiate an evacuation verbally over the intercom by pressing **INTERCOM 8877** on your phone
  - Call 911

**When the fire alarm sounds or a verbal fire evacuation notice is given:**

- **Exit the building immediately** through the nearest safe exit, and report to the empty lot on the public affairs side of the building.
- **Instruct any guests** in the building to do the same.
- **A member of management will take roll in the lot** and attempt to account for any staff not present. Do not leave the parking lot until the roll has been taken unless you are injured, in which case seeking medical attention should be your first priority.

**\*\*\*A member of management will advise staff when it is safe to reenter the building.\*\*\***

**Fire Safety Tips**

- Stay low in a smoke-filled room—smoke rises.
- Maintain contact with a wall so you don’t get disoriented.
- Test door handles to see how hot they are before grabbing them – find an alternate route if the door is very hot—there may be too much fire on the other side.
- Be prepared for smoke to rush in when you open a door.
- If your clothes catch fire:
  - Stop, drop, and roll (cover your face with your hands).
  - Don’t pat flames out with your hands—roll on the floor to extinguish them.

- Don't run—that will give the fire added oxygen and make it flame up.

## **Hazardous Material**

If the presence of a hazardous material is suspected, notify a member of management immediately.

Management may:

- Notify the proper utility company and/or authority.
- Evacuate the building.
- Call 911.

Some of the things citizens should do to prepare for emergency situations are the same for natural emergencies or man-made emergencies. Having an emergency supply kit and a family communication plan are vital in all types of emergency situations. However, there are differences among potential terrorist threats and the actions one might take.

### **Biological Attack: What is it and what should you do?**

A biological attack is the deliberate release of germs or other biological substances that can make you sick. Many of these substances must be inhaled or enter the skin through a cut or be eaten to make you sick. Some can be contagious (like smallpox) and some are not (like anthrax). To safeguard the health of Kentucky citizens, the CHFS has developed a partnership with the Poison Control Center. In the event of a biological terrorist incident, the Poison Control Hotline would be activated to receive calls from the public. Trained professionals will be able to answer questions concerning possible exposures, decontamination, possible symptoms, patient treatment, at-risk populations or any other concerns.

### **Poison Control Hotline (800) 222-1222**

In an emergency, citizens may call at any time seven days a week, 24 hours a day. This hotline will be available during the first six days of a public health emergency or biological/chemical terrorist attack.

### **If you become aware of an unusual and suspicious substance nearby:**

1. Quickly get away.
2. Protect yourself by covering your mouth and nose with several layers of fabric.
3. Wash with soap and water.
4. Contact authorities.
5. Watch television, listen to the radio or check the Internet for official news and information.
6. If you become sick, seek emergency medical attention.

### **Six Agents Identified by the CDC as Posing the Greatest Level of Threat**

- 1. Anthrax** bacteria can remain in dormant spore form for decades. It infects skin, lungs and gastrointestinal systems in humans. The pulmonary form is tiny particles and considered the most deadly. It is the most likely to be used in a biological attack.
- 2. Botulinum toxin** is a category A biological agent according to the Centers for Disease Control and Prevention. Produced by the bacterium *Clostridium botulinum*, it is one of the most poisonous substances.
- 3. Plague** is a bacterial infection that can infect humans and occurs in three forms: bubonic, pneumonic and septicemic. Pneumonic plague is the only form that is contagious and would be the most likely to be used in a terror attack.

**4. Smallpox** is a contagious viral disease that has killed hundreds of millions of people. It is perhaps the most feared potential bioweapon.

**5. Tularemia, or rabbit fever or deer fly fever** is a bacterial infection that is highly infectious but not contagious. It can infect humans by multiple routes, but the most likely is thought to be inhalation of an aerosol.

**6. Viral hemorrhagic fevers** includes a group of viruses, including Ebola, that cause internal and external bleeding. Ebola is said to cause severe illness and has a high fatality rate, whereas other viruses in this family are not as severe and cause only mild illness.

Terrorists could also strike at the nation's food supply by infecting plants and animals with disease. In Kentucky, the horse breeding and racing industries could be at risk. For that reason, the state veterinarian is on the Statewide Bioterrorism Advisory Committee and carefully monitors any occurrence of animal disease.

### **Chemical Threats: Things You Should Know**

A chemical attack is the deliberate release of a toxic gas, liquid or solid that can poison people and the environment. Possible signs include many people suffering from watery eyes, twitching, choking, trouble breathing or loss of coordination. Many sick or dead birds, fish or small animals are also cause for concern.

If you can define the impacted area or where a chemical is coming from, get away. If inside a building, get out of the building or get as far away as possible from the contamination by sheltering in place. If your eyes are watering, your skin is stinging and you are having trouble breathing, you may have been exposed to a chemical.

1. Strip immediately and wash with water and soap if possible.
2. Seek emergency medical attention

### **Nuclear Blasts or Dirty Bombs**

A nuclear blast is an explosion with intense light and heat, a damaging pressure wave and widespread radioactive material that can contaminate the air, water and ground surface for miles. A dirty bomb is the use of common explosive materials to spread radioactive materials in a localized area. It is not a nuclear blast. It is important to avoid radiation as much as possible.

1. Consider if you can get out of the area or if it is better to go inside a building to limit exposure to radioactive material.
2. When taking shelter, go as far below ground as possible.
3. Close windows and doors, turn off air conditioners, heaters and other ventilation systems.
4. Watch television, listen to the radio or check the Internet for official news.

## **Injury, Medical Emergency, or Death**

If you have an accident or become injured while at work:

- **Seek medical treatment if necessary.**
- **Report the accident/injury to your supervisor** immediately.
- **Complete the employee accident form** and return it to your supervisor as soon as possible.

If a staff member is critically injured/suffers a medical emergency (i.e., heart attack, seizure) or dies while at work:

- Call 911.

- Alert management immediately.
  - Management will:
    - Notify the emergency contact(s) the staff member has listed on the emergency contact form in his or her personnel file.
    - Report the incident to the proper authorities.
    - See that the staff member completes an employee accident form if possible.

If a visitor reports an accident or injury, or if a staff member witnesses a visitor accident or injury, the following guidelines are to be used:

- The informed staff member must **assess the situation and determine if medical attention is necessary**, preferably by asking the injured visitor if he or she needs medical attention, and by providing first aid and/or calling 911 if necessary.
- The informed staff member must **notify management immediately**.
- The informed member of **management must then complete the visitor accident form** by asking the visitor for the information requested on the form, and he or she should attempt to obtain the visitor's signature on the form.

## **OSHA**

The Chamber adheres to all applicable OSHA regulations, including:

- Displaying poster OSHA 3165, which advises employees of their job safety rights.
- Reporting within 8 hours any accidents that result in a fatality or the hospitalization of three or more employees by calling 1-800-321-OSHA.
- Maintaining OSHA Forms 300 and 300A, and 301 as needed.
- Displaying OSHA Form 300A from February 1 through April 30 of each year.

## **Power Outage**

- The emergency backup lighting will come on.
- You may remain at your desk if you wish—A member of management will be around to check on everyone and to advise them of the details situation.
- Call staff not in the building to alert them the servers will be going down.

## **Shelter-In-Place Plan**

In the event that the staff should need to take long-term shelter inside the Chamber building, the following guidelines should be used:

- Lock all doors by calling Sonitrol at 859-255-2525 ext. 1. Alert them of the emergency and ask them to immediately lock the main door.
- Use the emergency supply kit located in the staff kitchen.
- Monitor the situation with the Weather/FM radio in the emergency supply kit in the kitchen
- Call or otherwise notify all staff whom are not in the building to alert them to the situation.

## **Technology Failure**

In the event that the Chamber's technology is non-operational, the Office Manager will work with the appropriate utility/service provider(s) to get it functioning again. If the Office Manager is not present, the responsibility will fall to the VP, Chamber Administration.

### **Standstill Procedures**

- Should a failure occur that prevents staff from working for several hours, management may decide to send staff home.
- Before that decision is made, staff members should attempt to work on things that do not require technology—filing, organizing, straightening, etc.
- Staff members that have home computers may be asked to work from home.

### **How Chamber data is protected (shared drive, user profiles, staff Outlook emails and calendars, etc.):**

Should the Chamber server crash or be destroyed, backups of all critical data stored on them are kept on offsite backup through Dean Dorton and Ford Technology.

### **How Chamber hardware and software is protected:**

Records of all computer hardware and software model numbers, serial numbers, and manufacturer contact info is stored on compact discs labeled "Chamber Continuity Plan." There are two copies of the continuity plan: one is kept at the Office Manager's home, and one is kept in the chamber computer files, backed up offsite.

## **Tornado**

- Tornado Watch – Means conditions are conducive to the formation of tornados
- Tornado Warning – Means a tornado has been spotted in the area

**If a tornado warning is issued** for our immediate area, a member of administrative staff will make an announcement over the intercom asking all staff and guests to **report to the tornado shelters: the staff kitchen and women's or men's staff restrooms.**

### **When a tornado warning announcement is made:**

- Proceed immediately to the locations above (our innermost windowless rooms).
- Instruct any guests in the building to do the same.
- The following positions are responsible for quickly checking their entire floor for guests who may be in restrooms, meeting rooms, kitchens, etc., if they believe it is safe to do so:
  - Vice President, ChamberAdmin
  - Office Manager
  - Receptionist
- A member of management will take roll in the and attempt to account for any staff not present. Do not leave until you have been accounted for.
- Power outage – See page 12.
- An emergency supply kit containing a flashlight, weather radio, and batteries (among other things) is located in the kitchen.

### **After the tornado:**

- Call 911 if there are any injuries or if there is significant damage to the building.
- Provide first aid treatment where needed.
- Continue listening to the weather radio in case another tornado occurs.
- Be cautious of any debris that could fall from the ceiling.

**\*\*\*A member of management will listen to the weather radio in the emergency supply kit in the kitchen and advise staff when it is safe to leave the central shelter.\*\*\***

## **Training**

- This plan will be given to all staff upon being hired, and they will be asked to acknowledge in writing that they have read and understand the plan.
- This plan shall be reviewed by all staff annually.
- Fire safety/extinguisher training will be conducted annually.
- Fire and tornado drills will be conducted annually.

## **Violence**

Should any act of violence occur on Chamber property, the following guidelines should be used:

- Call 911
- Remove yourself from the situation as quickly as possible and notify management.
- Do not put yourself in danger to protect Chamber property—if a robber asks for the petty cash box, for example, give it to him or her.
- Do not argue or further agitate the perpetrator; instead try simply to get out of the situation safely and quickly.

**\*\*\*Weapons of any kind are not permitted on Chamber property. If you see anyone with a weapon, notify management and/or call 911 (if the situation is critical) immediately.\*\*\***

## **Weather/FM Radio Locations**

- Emergency Supply Kit in the staff kitchen.
- When the weather appears to be severe, the Vice President of Admin will turn on the weather radio and monitor the situation, alerting management if any type of watch or warning is issued, and following tornado and flood procedure guidelines as well.

## **Winter Weather**

### If you are at home:

- Use your best judgment as to whether it is safe for you to travel from your home to the Chamber to report for work.
- Do not attempt to travel if you believe it is unsafe.
- Call your supervisor if you are unable to report for work.
- If the Chamber is going to close due to weather, you will receive a text or call from a member of management.

### If you are at the Chamber:

- Use your best judgment as to whether it is safe for you to travel from the Chamber to your home.
- If you need to stay at the Chamber until you believe it is safe for you to travel, you will be allowed to do so.
- Power Outage – See page 11.
- Shelter-In-Place Plan (“Snowed-in”) – See page 12.

## **FIRST 24 HOURS – RECOVERY PLAN**

## **MEDIA RELATIONS**

1. During and/or after an emergency, media will not be allowed access to the area where the disaster has occurred.
2. In the event of any emergency, management should be immediately notified. The following team will confer (either in person or by phone) on next steps:
  - a. CEO and all VPs, CFO, communications manager and other consultants (such as the chamber attorney as needed).
3. The President/CEO or other designated individual will serve as the media contact. All statements to the media will either be given by the President/CEO or with the authorization of the President/CEO.
4. The Communications Manager will prepare a press release stating the facts of the event. The event should not be dramatized—the release should be completely factual in nature.

## **SAFETY & SECURITY**

1. Ensure that all staff are accounted for, have received proper medical care, and have had the person listed on their emergency contact sheet in their personnel file contacted.
2. Contact Kentucky Broadcasters about using facility for emergency operations.
3. Secure the building and property.
  - a. Is the building safe to leave unattended overnight? If not, staff should begin transporting valuable equipment and files to a safe location, possibly staff members' homes or storage facility.
4. Assess the damage.
  - a. Take photos and make a list of damages and losses.
5. Report damage to the insurance company listed below along with a video of inventory, a copy of which is kept in Chamber electronic files and at the Vice President of Admin home.

The Roeding Group  
Rob Hoenschied  
(859) 296-4580

6. Return building and offices to a state that is safe to occupy, and verify with the proper authority that it is indeed safe to occupy before allowing staff to permanently reoccupy the building.
7. After a disaster, if the building is not safe to occupy, or if staff members report for work, find the building evacuated and are unable to reach another staff member by phone, they should report to our **post-disaster meeting site, which is the Kentucky Broadcasters Building**. Staff will gather in this area to discuss the recovery plan, and management will assign tasks to staff members.



8. Get technology (computers, phones, etc.) back up and running by contacting Dean, Dorton, Allen and Ford Technology Group. See page 18.
9. Update Web site with information on Chamber operations. Let the media know the Chamber is back in business.
10. Contact ATT business services and Unified Technologies to get main phone back online or forwarded to a designated outside line.
11. If staff members are offsite, both text messaging and a phone tree will be used to inform staff of operating procedures. Phone tree will begin at VP level. Each VP is then responsible for contacting and alerting their staff members and consultants of operating procedures.

## **Computers**

### **Backup Equipment and Process**

The Kentucky Chamber of Commerce runs a file, folder, and system state backup of each server present at their location. Backups are run Monday – Friday after business hours. The start and end time varies per server. The equipment that is used to store the backups is a Barracuda Backup Server 390. This equipment stores the backups of each server locally on the backup server for quick file restoration. The backup information is also automatically sent offsite to Barracuda Networks cloud storage, where the backup data is replicated to an additional site for redundancy. In the event of a disaster, all backup information is stored at that offsite location for recovery.

The following is a list of all servers and what their main functions are.

<b>Server Name</b>	<b>Server Roles</b>
KCCFP1	File, Print, Antivirus
SQLSVR	SQL Database for IMIS
EXCHSVR	Exchange Email Services
KCCTSVR	Terminal Server

### **Recovery Process**

In the event the Kentucky Chamber has a disaster where all systems are destroyed, the following is a guideline to get Kentucky Chamber's information systems back online in a timely fashion:

- 1.) Notify DDAF Technology that a disaster has occurred.
- 2.) Secure a physical location, equipment, and internet connection for a temporary server (DDAF Technology does not currently have the capability to set up a temporary server on their

premises, but DDAF Technology will aid in locating and implementing a solution for temporary access to systems.)

- 3.) DDAF and Chamber's operations manager will confer to prioritize which systems should be restored and in what order. For example, IMIS, then email, etc.
- 4.) Begin download of data from Barracuda Cloud Storage, starting with the data identified as most important to business in step 3. The downloading of backup information would take between 1-2 days per server.
- 5.) While data is downloading, install Windows operating system on temporary server.
- 6.) After data is finished downloading, the barracuda restore tool will be used to restore the downloaded data and system state to the temporary server.
- 7.) Steps 5-6 would take between five and six hours per server. Once one server is restored we would continue with Steps 5 and 6 until each system is restored.
- 8.) Personal computers could be ordered and arrive in 5-6 days. In the meantime staff would have to use personal computers and smart phone devices to connect to the network.



## Emergency Action Plan/Disaster Recovery Plan

### Receipt & Acknowledgement

I, \_\_\_\_\_, hereby acknowledge that I have received and read, and that I understand the contents of, this plan and agree to follow the procedures set forth in this plan to the best of my ability.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_