



# **Atascosa Central Appraisal District Disaster Recovery Plan**

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## **Authority**

**By approving this document, the Atascosa Central Appraisal District Board of Directors at a Regular Scheduled meeting on January 21, 2010 did convey to the Chief Appraiser the following emergency powers:**

- 1. Power to secure rented office space.**
- 2. Power to purchase or lease needed equipment and supplies to restore district operations.**
- 3. Power to hire needed security.**
- 4. Power to hire recovery personnel to salvage records and equipment.**
- 5. Request any outside governmental assistance deemed necessary or beneficial to the district.**
- 6. Supplemental employees pay for services rendered beyond normal scope of time and duties.**

**These powers are only to be used when some type of manmade or natural disaster has befallen to the district.**

## **Emergency and Disaster Recovery Plan**

### **I. Purpose**

The purpose of this plan is to provide for emergency and disaster recovery for the Atascosa Central Appraisal District office.

This plan seeks to mitigate the effects of a disaster, to prepare staff members for measures to be taken which will preserve life and minimize damage, to provide a recovery system in order to return the Atascosa Central Appraisal District office to its normal state of affairs.

This plan defines, who does what, when, where and how, in order to mitigate, prepare for, respond to, and recover from the effects of war, natural disaster, technological accidents, and other major incidents.

The City of Pleasanton has in existence a complete comprehensive Emergency Management Basic Plan that was utilized in the formulation and implementation of this plan. In areas of overlap, the Atascosa Central Appraisal District Board of Directors and Chief Appraiser will default to the city-wide Emergency Management Basic Plan for direction and assistance.

### **II. Situation and Assumptions**

#### **A. SITUATION**

Atascosa County and the City of Pleasanton are exposed to many hazards, all of which have the potential for disrupting the community, causing damage, and creating casualties. Possible natural hazards include flood, tornadoes, fires and winter storms. There is also the threat of war-related incidents such as nuclear, biochemical, terrorism and civil disorder.

According to the 2020 U.S. Census estimate, Atascosa County has a population of 50,194. The County, population is distributed throughout Jourdan, the County Seat, Pleasanton, the location of the Atascosa County Appraisal District, Charlotte, Christine and Poteet.

#### **B. ASSUMPTIONS**

1. Atascosa Central Appraisal District will continue to be exposed to the hazards noted below, II B (6), as well as, others which may develop in the future.

2. Outside assistance will be available in most emergency situations affecting the Atascosa Central Appraisal District. Although this plan defines procedures for coordinating such assistance, it is essential for the Atascosa Central Appraisal District to be prepared to carry out disaster response and short-time actions on an independent basis.
3. It is possible for a major disaster to occur at any time and at any place in Atascosa County. In some cases, dissemination of warning and increased readiness measures may be possible. However, many disasters and events can, and will occur with little or no warning.
4. Local government officials recognize and accept their responsibilities for the safety and well-being of the public and will assume their responsibilities in the implementation of an emergency management plan.
5. Proper implementation of this plan will reduce or prevent disaster related losses.
6. Because of the geographical location, topography and industrial and facilities, the Atascosa Central Appraisal District is subject to any of the following emergency or disaster situations:
  - a. Tornadoes
  - b. Flooding
  - c. Transportation accidents, Hazardous material spills, fires, explosions, radioactive material accidents
  - d. Civil disturbances
  - e. Prolonged electrical outages
  - f. Major fires
  - g. Nuclear war
  - h. Winter Storms
  - i. Biochemical or conventional attack
  - j. Terrorism
7. It can be assumed that in the event of a nuclear attack, the Atascosa Central Appraisal District will receive as other various county, cities, schools, and communities varied levels of radioactive fallout.
8. The Atascosa Central Appraisal District, as well as Atascosa County and/or the City of Pleasanton, may be isolated for several weeks in the event of nuclear warfare, or for several hours or days in the event of a large-scale natural disaster.

### III. OPERATIONAL CONCEPT

#### A. General

It is the responsibility of the Atascosa Central Appraisal District to protect employee life and district property from the effects of hazardous events. This plan is based upon the concept that the emergency functions for various City of Pleasanton agencies involved in the emergency management will generally parallel day-to-day functions. To the extent possible, the Atascosa Central Appraisal District staff and office will be employed in both cases. Day-to-day functions that do not contribute directly to the emergency may be suspended for the duration of any emergency. The efforts that would normally be required for those functions will be redirected to the accomplishment of the disaster recovery tasks for both the Atascosa Central Appraisal District and the City of Pleasanton.

A local state of disaster may be declared by the City of Pleasanton Mayor. The Atascosa Central Appraisal District Chief Appraiser will be in contact with these officials for direction to activate staff in the recovery aspects of the plan.

#### B. Direction and Control

The Atascosa Central Appraisal District Chief Appraiser is responsible for the development and maintenance of an emergency and disaster recovery response plan and measures. The basic functions of the plan are to coordinate activities for utmost efficiency and effectiveness and to assure that any skills not normally available in the staff is obtained from other resources. The Atascosa Central Appraisal District Chief Appraiser will be the lead contact during any emergency or disaster for the Atascosa Central Appraisal District.

In the event that the Chief Appraiser is incapacitated during the disaster, these responsibilities are to be handled by the Deputy Chief Appraiser, the Office Manager, and the System's Analyst.

#### C. Emergency Operations Centers

The Atascosa Central Appraisal District Chief Appraiser will coordinate with the City of Pleasanton. The Chief Appraiser will receive direction and notification of a possible or actual emergency from this office.

#### D. Organization For Emergencies or Disaster

1. The Atascosa Central Appraisal District Emergency/Disaster organization chart parallels the normal day-to-day district's organization chart.

2. The Chief Appraiser shall prepare, through planning and callout list, the staff and contractors to perform emergency/disaster recovery functions over an extended period of days or weeks.

#### E. Phases of Management

The emergency and disaster recovery plan follows an all-hazard approach and acknowledges that most responsibilities and functions performed during an emergency are not hazard specific. Likewise, this plan accounts for activities before and after, as well as during emergency operations; consequently, all phases of emergency management are addressed, as shown below:

1. Readiness  
Readiness activities serve to develop the response capabilities needed in the event an emergency should arise. Planning and training are among the activities conducted under this phase.
2. Response  
Response is the actual provision of an emergency plan during a crisis that helps to reduce casualties and damage and speed the recovery process.
3. Recovery  
Recovery is both a short-term and long-term process. Short term operations seek to restore the office to the county and provide for the basic needs of the public and emergency management offices. Long-term recovery focuses on restoring the office to its normal, or improved, state of affair.

#### IV. ORGANIZATION & ASSIGNMENT OR RESPONSIBILITIES

The Atascosa Central Appraisal District Board of Directors and the Chief Appraiser are responsible to do everything possible to minimize damage and help to restore the office of the Atascosa Central Appraisal District in the event of a natural disaster, manmade incident, or national emergency, including nuclear attack, accidental missile launch, or threat thereof.

##### A. Board of Directors

1. The Atascosa Central Appraisal District Board of Directors is made up of representation from each voting taxing jurisdictions.

The responsibilities of the Board of Directors are:

- a. Work with the Chief Appraiser in all types of planning and emergency actions.
- b. Establish policy and procedure for the operation of the Atascosa Central Appraisal District, should an emergency or disaster situation occur.

B. Chief Appraiser

- 1. The Chief Appraiser is the district's chief administrative officer.

The responsibilities of the Chief Appraiser are to:

- a. Work with and assist the Board of Directors in all phases of emergency preparedness effort as the Emergency and Disaster Recovery Management Coordinator.
- b. Serve as the liaison officer between the Board of Directors and the EOC, County Judge and Mayor.
- c. Establish a program to prepare, review, revise, distribute and maintain the Emergency and Atascosa Central Appraisal District Emergency and Disaster Recovery plan.
- d. Coordinate with vendors, contractors, and professional service providers with the Atascosa Central Appraisal District Emergency and Disaster Recovery plan.
- e. Arrange for disaster preparedness and response to meet the needs of staff and property.
- f. Coordinate emergency and recover actions for the Board of Directors and staff.
- g. Keep in contact with the EOC, County Judge and Mayor to receive preparedness status and anticipate the needs of the district.
- h. Maintain liaison with organized emergency volunteer groups and private agencies.
- i. Keep in contact with the EOC, County and cities to increase the readiness actions in case of warnings, shelter in place, radiological protection, evacuation, fire and rescue, terror threat, civil disturbances, biochemical attack.



## V. INCREASED READINESS PROCEDURES

### A. General

Most emergencies follow some recognizable build-up period during which actions can be taken to achieve a state of maximum readiness and recovery.

#### 1. READINESS

The Atascosa Central Appraisal District Chief Appraiser shall provide overall direction for readiness actions and will:

- a. Contact the Board of Directors and staff of the pending or predicted emergency or disaster.
- b. Contact the district's current software provider BIS Consulting to secure off-site software and hardware protection.
- c. Notify the district's current insurance carrier of the pending or predicted emergency or disaster.
- d. The Chief Appraiser and staff will take preventative and protective measures to ensure the integrity of the Atascosa Central Appraisal District office building by:
  1. Raise furniture and electronics when possible above the projected flood water levels.
  2. Secure valuable items in waterproof containers and/or bring items to the safety deposit box located in the district's bank depository.
  3. Board and tape all windows and doors.
  4. Turn off electricity to building.

#### 2. Response Actions

The Atascosa Central Appraisal District Board of Directors, Chief Appraiser and staff shall follow the City of Pleasanton Emergency Management Coordinator's order to evacuate and return only when the evacuation order has been lifted.

### 3. Recovery Actions

The Atascosa Central Appraisal District Chief Appraiser shall provide overall direction for recovery actions and will:

- a. Contact the Board of Directors and Staff to re-establish communications.
- b. Assess extent of damage of office and property.
- c. Contact, direct or perform emergency cleanup and debris removal of office and/or property.
- d. Contact outside vendor, contractors and professional service providers requesting assistance or service as needed.
- e. Establish the needs and resources needed to resume business activities.
- f. Designate areas restricted to staff as necessary.
- g. Furnish regular status reports to the Board of Directors.
- h. Keep the taxing units and public informed of the situation and how to handle contacting the Atascosa Central Appraisal District.
- i. Ensure orderly operation of the Atascosa Central Appraisal District, provide the necessities to the extent possible to staff and patrons of the district.
- j. Perform an inventory of personnel and equipment for the Atascosa Central Appraisal District's disaster recovery efforts.

## VI. EMERGENCY & EVACUATION PROCEDURES

- A. Fire – When an emergency arises, stay calm. When you hear a fire alarm; proceed immediately to the nearest clear exit and leave the building. All employees must leave the building and meet in the parking lot away from the building. Roll call will be conducted to ensure that all employees are present or accounted for. A supervisor will advise when it is safe to return to the building.
- B. Medical Emergency – Remain calm. Call or have someone else call 911. Be prepared to tell the 911 operator the following information: Specific location,

type of injury or problem, individuals present condition, events leading up to the emergency and whether or not CPR is being performed. Notify or have someone notify your supervisor of the situation. The Appraisal District is equipped with a basic first aid kit. Know where this kit is located prior to any emergency and advise the Office Manager if an item has been used so that it can be restocked.

- C. Bomb Threat (Other Threat) – Remain calm. If the threat is delivered directly to the Appraisal District by telephone, the person taking the call should make note of the following: description of the threat (what did the caller say about the bomb, where it may be located, or what time it is set to go off, etc.), description of the caller's voice (male, female, old, young, slurred, angry, etc.), description of any background noises (was there any music, laughter, traffic, etc), any other information that is relayed by the caller or picked up by the receiver. 911 should be notified of the call and employees should exit the building and wait for the arrival of the Police Department. The Chief Appraiser or Assistant Chief Appraiser will communicate with the officer in charge and will coordinate with the Police Department as a determination as to the credibility of the threat is determined. The Chief Appraiser or Assistant Chief Appraiser will inform when it is safe to re-enter the building.
- D. Suspicious Situation – When encountering a suspicious situation, keep a clear head, be observant and use sound judgment. Use the option that best fits the circumstance: Notify your supervisor or utilize a panic button (if available) OR call 911 and report the situation.

## VII. ADMINISTRATION AND SUPPORT

### A. Administration

#### 1. Reports and Records

Maintain a list of Board of Directors and contact numbers. Maintain a list of employees and contact numbers. Maintain a list of service providers, contractors, and professional services and contact numbers.

#### 2. Relief Assistance

Maintain a list of the Atascosa Central Appraisal District insurance providers. Maintain a list of Federal, State, County, and local entities who deal with disaster relief provisions.

### B. Support

- 1. Maintain a list of local and state offices to provide assistance to help with the disaster relief.

### **VIII. Atascosa Central Appraisal District Business Disruption Plan**

The following is the ACAD Business Disruption Plan (BDP) in the event ACAD must temporarily modify operations in response to a Viral Pandemic (ex. novel Coronavirus). It is intended to be a flexible working document that may be modified dependent upon changing circumstances. It is also important to remember that the BDP may be modified on a case by case basis, as warranted. It remains the ACAD's intent to provide regular services to the public, maintain a safe and healthy work environment, and mitigate disruptions in staff compensation and benefits, in accordance with the ACAD's Mission, core values and normal operations (even if there is a level of disruption).

| <b>Level</b> | <b>Stage</b>                                  | <b>Parameters, Conditions and Environment</b>   |
|--------------|---|---|
| <b>BD1</b>   | <b>No Business Disruption Anticipated</b>     | <ul style="list-style-type: none"><li>·Normal Operations</li><li>·Routine Communication</li><li>·Common areas frequently cleaned and good hand hygiene emphasized</li><li>·Sick employees at work are sent home; sick employees are not to come to work</li><li>·Education on remote tools</li><li>·Laptops taken home nightly when available</li></ul>   |
| <b>BD2</b>   | <b>Potential Business Disruption</b>          | <ul style="list-style-type: none"><li>·No immediate impact</li><li>·Heightened awareness</li><li>·Review BDP and update as needed</li><li>·Voluntary reductions in commercial travel, conferences and group meetings</li><li>·Active employee communication</li><li>·Vacations subject to cancelation</li><li>·Departments review remote work plans per position and designate essential staff</li></ul>  |
| <b>BD3</b>   | <b>Business Disruption Partially Realized</b> | <ul style="list-style-type: none"><li>·Limit non-essential activities</li><li>·Essential commercial travel, conference and group meetings only</li><li>·Off-site meetings and authorization coordinated prior to meeting</li><li>·Vacations subject to cancellation</li><li>·Increased remote flexibility</li><li>·Off-site training sessions cancelled</li><li>·Phones forwarded, as appropriate</li><li>·Partial number of secondary closures impacting attendance (school, day care)</li></ul> |
| <b>BD4</b>   | <b>Partial Operational Disruption</b>         | <ul style="list-style-type: none"><li>·Flexible use of sick leave</li><li>·Expanded use of remote work policy</li><li>·Commercial travel, conferences, group meetings cancelled, unless prior approval.</li><li>·Vacations subject to cancellation</li><li>·Normal Business Hours</li><li>·Off-site Meetings authorized and coordinated prior to meeting</li><li>·Widescale Secondary closures impact attendance (schools, day care)</li></ul>  |
| <b>BD5</b>   | <b>Full Operational Disruption</b>            | <ul style="list-style-type: none"><li>·Office temporarily closed, except for essential personnel</li><li>·Remote work policy in full effect</li><li>·All provisions in other BD Levels available upon discretion</li></ul>  |

## IX. CONTINUITY OF GOVERNMENT

The Atascosa Central Appraisal District is a separate political entity from the local government, but under the cases of emergency or disaster the Board of Directors and Chief Appraiser will follow the lines of succession within the City of Pleasanton. A complete Emergency Management Plan is in place by the City of Pleasanton and will be followed accordingly by the Atascosa Central Appraisal District. The lines of succession are:

- A. City Mayor and City Council  
Emergency Management Coordinator & Police Chief  
Department Heads including Atascosa Central Appraisal District
- B. Preservation of Records

The financial records (QuickBooks back-up) is done daily by the Office Manager and saved to portable drive which is stored off-site nightly.

The district's software provider BIS Consulting will be notified to create an off-site backup of the complete software system in Farmers Branch, Texas.

## X. TRAINING

### A. Employee Training

All employees shall receive instruction on this Emergency Action Plan as part of New Employee Orientation upon hire. Additional training shall be provided:

1. when there are any changes to the plan and/or facility;
2. when an employee's responsibilities change; and
3. annually as refresher training.

Items to be reviewed during the training

include:

1. proper housekeeping;
2. fire prevention practices;
3. fire extinguisher locations, usage, and limitations;
4. threats, hazards, and protective actions;
5. means of reporting fires and other emergencies;
6. names of Emergency Action Plan Manager and Coordinators;
7. individual responsibilities;
8. alarm systems;
9. escape routes and procedures;
10. emergency shut-down procedures;
11. procedures for accounting for employees and visitors;

12. closing doors;
13. sheltering in place;
14. severe weather procedures; and
15. Emergency Action Plan availability.

#### B. Fire/Evacuation Drills

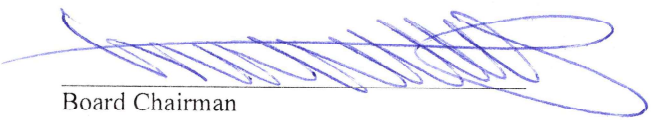
Fire/Evacuation drills shall be conducted at least annually. Additional drills shall be conducted if physical properties of the business change, processes change, or as otherwise deemed necessary.

#### C. Training Records

The Administrative Assistant shall document all training pertaining to this plan and shall maintain records in the Training file located in that office.

## XI. DEVELOPMENT, MAINTENANCE & IMPLEMENTATION

- C. If a plan is to be effective, its contents must be known and understood by those who are responsible for its implementation. The Chief Appraiser will brief the staff and Board of Directors concerning their role in emergency and disaster recovery management and ensure proper distribution of the plan to the staff and board.
- D. The Chief Appraiser will be responsible for contacting all vendors, contractors, and professional service providers of the duties and responsibilities associated with the plan.
- E. The plan will be reviewed annually and updated, as necessary, based upon new emergency and disaster recovery management information received from the City of Pleasanton Emergency Management Office.
- F. This plan supersedes and rescinds all previous editions of the Atascosa Central Appraisal District Emergency and Disaster Recovery Plan and it is effective upon signing by the Chairman of the Atascosa Central Appraisal District Board of Directors and the Chief Appraiser.

  
Board Chairman

11/20/25  
Date

  
Chief Appraiser

11-20-2025  
Date

## **Disaster Recovery Kit**

### Essential Supplies:

Disaster Plan  
Water  
Clear Plastic Sleeves  
Batteries  
Dust Mask  
First Aid Kit  
Disposable Cameras  
Duct Tape  
Heavy Duty Extension Cords  
Flashlights  
Gloves  
Hard Hats  
Paper Clips  
Plastic Drop Cloth  
Sponges  
String  
ID Badges  
Paper Towels  
Scissors  
Masking Tape  
Permanent Markers  
Scrub brushes  
Heavy Duty Trash Bags  
Twist Ties  
Mop and Buckets  
Writing Tablets  
Lighting  
Fungicides  
Small Hand tools  
Rope  
Generator



## Phone Tree

Chief Appraiser  
Brandi Royal

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Assistant Chief  
Denney Bowen

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Administrative Assistant  
Angelica Amezquita

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

IT Systems/TLO  
Elizabeth Oliva

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Commercial Team Lead  
Cathy Soto

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Residential Team Lead  
Minnie Wilburn

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Deeds/Mapping  
Maria Molina

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Business Personal Property Appraiser  
Angie Coronado

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Appraiser  
Amanda Hernandez

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Appraiser  
Kaleb Martinez

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Appraiser  
Mark Rodriguez

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Appraiser  
Megan Caballero

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Property Transaction Clerk  
Melissa Puga

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Deeds  
Jackie Johnson

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Assistant ARB Coordinator  
Cassandra Carrasco

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Exemption Technicion  
Marissa Inocencio

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Board of Directors Chairman  
Michael Watts

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Board of Directors Vice-Chairman  
Randy Gates

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Board of Directors Secretary  
Susan Netardus

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Board of Directors Member  
Kimberly Faulk

\*\*\*\_\*\*\*\_\*\*\*\* (HM)

Board of Directors Member  
Lewis Lem

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Board of Directors Member  
Loretta Holley

\*\*\*\_\*\*\*\_\*\*\*\* (WK)

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Board of Directors Member  
Bradley Boyd

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Board of Directors Member  
Mary Jane Ambriz

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Board of Directors Member  
Jeanne Israel

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Board of Directors Member  
Mark Pinkston

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Sharon Baxter (Legal Counsel)

\*\*\*\_\*\*\*\_\*\*\*\* (WK)

\*\*\*\_\*\*\*\_\*\*\*\* (Cell)

Hugh L Landrum & Associates, INC

\*\*\*\_\*\*\*\_\*\*\*\* (WK)

City of Pleasanton Mayor  
JR Gallegos

\*\*\*\_\*\*\*\_\*\*\*\* (WK)

Atascosa County Judge  
Weldon Cude

\*\*\*\_\*\*\*\_\*\*\*\* (WK)

Pleasanton Superintendent  
Cheryl Barron

\*\*\*\_\*\*\*\_\*\*\*\* (WK)

Atascosa County Tax Dept  
Loretta Holley Tax Assessor/Collector

\*\*\*\_\*\*\*\_\*\*\*\* (WK)

## **Vendors and Suppliers**

|   |              |
|---|--------------|
| Ambulance   | 911          |
| Fire Dept   | 911          |
| Police  | 911          |
| EMS   | 911          |
| Methodist Hospital Atascosa   | 830-769-3515 |
| Harris Computers (Software Vendor)  | 972-881-1858 |
| Harris Computers (Hardware Vendor)  | 972-881-1858 |
| EagleView Intelligent Images  | 281-246-1044 |
| Cavallo Energy Texas LLC  | 877-404-0841 |
| A T & T   | 800-483-1000 |
| City of Pleasanton Water Dept   | 830-569-3867 |
| ADT   | 800-238-2727 |
| TML (Insurance Agent)   | 800-537-6655 |
| Neopost (Postage Machine)   | 800-636-7678 |
| BIS Consulting (Server/Backup IT)   | 800-247-9045 |
| Toshiba (Copier/Printer)  | 210-357-2600 |
| JaniKing Commercial Cleaning Services 24 hour<br>emergency water extraction | 210-495-5359 |
| AEP   | 866-223-8505 |

## MEDICAL EMERGENCY

- Call medical emergency phone number (check applicable):

- ☐ Paramedics
- ☐ Ambulance
- ☐ Fire Department
- ☐ Other

Provide the following information:

- A. Nature of medical emergency,
- B. Location of the emergency (address, building, room number), and
- C. Your name and phone number from which you are calling.

- Do not move victim unless absolutely necessary.
- Call the following personnel trained in CPR and First Aid to provide the required assistance prior to the arrival of the professional medical help:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

- If personnel trained in First Aid are not available, as a minimum, attempt to provide the following assistance:
  - Stop the bleeding with firm pressure on the wounds (note: avoid contact with blood or other bodily fluids).
  - Clear the air passages using the Heimlich Maneuver in case of choking.
- In case of rendering assistance to personnel exposed to hazardous materials, consult the Material Safety Data Sheet (MSDS) and wear the appropriate personal protective equipment. Attempt first aid ONLY if trained and qualified.

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

# TELEPHONE BOMB THREAT CHECKLIST

INSTRUCTIONS: BE CALM, BE COURTEOUS. LISTEN. DO NOT INTERRUPT THE CALLER.

YOUR NAME: \_\_\_\_\_ TIME: \_\_\_\_\_ DATE: \_\_\_\_\_

CALLER'S IDENTITY SEX: Male \_\_\_\_\_ Female \_\_\_\_\_ Adult \_\_\_\_\_ Juvenile \_\_\_\_\_ APPROXIMATE AGE: \_\_\_\_\_

ORIGIN OF CALL: Local \_\_\_\_\_ Long Distance \_\_\_\_\_ Telephone Booth \_\_\_\_\_

## VOICE CHARACTERISTICS

☐ Loud                      ☐ Soft  
☐ High Pitch              ☐ Deep  
☐ Raspy                    ☐ Pleasant  
☐ Intoxicated              \_\_\_\_\_  
    Other

## ACCENT

☐ Local                      ☐ Not Local  
☐ Foreign                   ☐ Region  
☐ Race

## SPEECH

☐ Fast                      ☐ Slow  
☐ Distinct                ☐ Distorted  
☐ Stutter                  ☐ Nasal  
☐ Slurred                  \_\_\_\_\_  
    Other

## MANNER

☐ Calm                      ☐ Angry  
☐ Rational                ☐ Irrational  
☐ Coherent               ☐ Incoherent  
☐ Deliberate              ☐ Emotional  
☐ Righteous               ☐ Laughing

## LANGUAGE

☐ Excellent                ☐ Good  
☐ Fair                      ☐ Poor  
☐ Foul                      \_\_\_\_\_  
    Other

## BACKGROUND NOISES

☐ Factory                  ☐ Trains  
☐ Machines               ☐ Animals  
☐ Music                    ☐ Quiet  
☐ Office                   ☐ Voices  
☐ Machines               ☐ Airplanes  
☐ Street                   ☐ Party  
☐ Traffic                   ☐ Atmosphere

## BOMB FACTS

PRETEND DIFFICULTY HEARING - KEEP CALLER TALKING - IF CALLER SEEMS AGREEABLE TO FURTHER CONVERSATION, ASK QUESTIONS LIKE:

When will it go off? Certain Hour \_\_\_\_\_ Time Remaining \_\_\_\_\_

Where is it located? Building \_\_\_\_\_ Area \_\_\_\_\_

What kind of bomb? \_\_\_\_\_

What kind of package? \_\_\_\_\_

How do you know so much about the bomb? \_\_\_\_\_

What is your name and address? \_\_\_\_\_

If building is occupied, inform caller that detonation could cause injury or death.

Activate malicious call trace: Hang up phone and do not answer another line. Choose same line and dial \*57 (if your phone system has this capability). Listen for the confirmation announcement and hang up.

Call Security at \_\_\_\_\_ and relay information about call.

Did the caller appear familiar with plant or building (by his/her description of the bomb location)? Write out the message in its entirety and any other comments on a separate sheet of paper and attach to this checklist.

Notify your supervisor immediately.

## Damage Assessment Worksheet

Location \_\_\_\_\_  
(Use one worksheet for each office/room)

Hardcopy:

1. \_\_\_\_\_ Damage Code \_\_\_\_\_

2. \_\_\_\_\_ Damage Code \_\_\_\_\_

3. \_\_\_\_\_ Damage Code \_\_\_\_\_

Electronic:

4. \_\_\_\_\_ Damage Code \_\_\_\_\_

5. \_\_\_\_\_ Damage Code \_\_\_\_\_

6. \_\_\_\_\_ Damage Code \_\_\_\_\_

Damage Codes (use as many as apply):

B – Burned

D-Damp

DM – Dirt/Mud

FL – Scatted on Floor

M – Moldy

PB – Partially Damaged

SW – Sewage

S – Soaked

SD – Smoke Burned

PD – Physically Damaged

SW – Still under water

## TRAINING

The following personnel have been trained to ensure a safe and orderly emergency evacuation of other employees:

Facility:

| Name | Title | Responsibility | Date |
|------|-------|----------------|------|
|------|-------|----------------|------|

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## Organization Functions and Example Recovery Times

Below is an example of the possible timeline for reestablishing services for the District in the event of a disaster.

| Process                  | Recovery Time      | Recovery Strategy  |
|--------------------------|--------------------|--------------------|
| Database                 | Minutes to hours   | Database shadowing |
| Help desk                | 7 to 14 days       | on site            |
| Research and development | Several weeks to a | on/off site        |
| Purchasing               | 1 to 2 days        | on site            |
| Payroll                  | 1 to 5 days        | Multiple site      |

### Mobile Sites

Mobile sites are another processing alternative. Mobile sites are usually tractor-trailer rigs that have been converted into data-processing centers. These sites contain all the necessary equipment and are mobile, permitting transport to any business location quickly. Rigs can also be chained together to provide space for data processing and provide communication capabilities. Mobile units are a good choice for areas where no recovery facilities exist and are commonly used by the military, large insurance agencies, and others.

If an emergency meeting is activated it will be held in the Board Room of the Atascosa Central Appraisal District. If this location is unavailable the meeting will be held in the VFW Hall located on Highway 16 in Poteet. The next option if the VFW Hall is not available, any building that can be provided to the District by the Poteet ISD.

Emergency Meeting Called: If determined in the emergency meeting, the staff will assist the Chief Appraiser in dealing with the critical incident. This may include: assisting affected staff, citizens, and family members while gathering additional information, etc.

Recovery from off-site backups through BIS and True Automation, will begin testing of recovered back-up information as soon as possible.

The Chief Appraiser will attend daily briefings with emergency and recovery personnel and officials; participate in damage assessment, recovering essential equipment and records, and identifying items to be destroyed, and development of a plan to re-establish services.



Contact with local, state, federal, software providers, and contractors will be made in order to arrange and coordinate the reopening of the office complex to provide services to the community.

**In event of a catastrophic event in the county due to Hurricane (category 2 and above, populated areas affected by fires, terrorist attacks, Tsunami, or Earthquakes, EagleView will be contacted for emergency flight within 72 hours without waiting for Federal Declaration.**

**Recovery Timeline:**

24 hours:

- If small in scope, begin clean up and minor repairs.
- Assess damage and determine length of outage
- Secure alternative location if needed
- Move computers and equipment
- Determine scope of damage for servers and workstations
- Obtain backup computer equipment
- Gather offsite backup tapes
- Restore network
- Determine requirements for voice and data communications
- Contact phone company to redirect voice service to alternate location
- Restore telecommunications
- Contact utility companies to assess and restore services
- Remove vital records subject to damage or exposure
- Secure building, doors and broken windows
- Make arrangements with police to secure/patrol the damaged area if necessary
- Notify employees and board members of the situation

48-72 hours:

- Contact internet provider
- Restore internet connection at alternate location
- Reinstall software as necessary
- Restore data as necessary
- Prepare statements/contact media and the public of situation
- Notify key customers of situation
- Notify all vendors and delivery services of change of location
- Remove/secure all documents and records
- Notify insurance company
- Document all facility damage
- Order supplies and equipment required at alternate site
- Notify post office of new address to deliver mail
- Provide counseling to those employees that request or require it
- Keep employees and board members informed of recovery process

1-2 weeks:

If moderate in scope, complete repairs as necessary while operating at alternate site  
Inventory damaged or destroyed equipment  
Salvage equipment and supplies  
Arrange for offsite storage if needed

3-4 weeks:

If severe in scope, set up and operate at temporary facility while completing repairs  
Secure financial backing as needed for the recovery effort  
Settle property claims with the insurance company  
Determine if new permanent operating site is required  
Prepare media statements  
Report on final disaster recovery expenses to board members  
Update disaster recovery plan based on lessons learned

Once the issue/situation is assessed, the necessary staff will meet and debrief. Any needed follow-up plans, communications, activities and/or programs will be determined for final resolution of the critical incident. Timelines for these activities will be determined and a closure/evaluation meeting will be scheduled. The Chief Appraiser will evaluate all responses to the critical incident at the closure/evaluation meeting and will recommend any policy revisions.

Press Relations:

All press and media releases will be conducted by the Chief Appraiser in cooperation with the Chairman of the Board of Directors. The Chief Appraiser will review all media and press releases.