

# HEMPHILL COUNTY APPRAISAL DISTRICT

## MITIGATION AND DISASTER RECOVERY POLICY

### **I. PURPOSE**

The purpose of this plan is to provide for mitigation and disaster recovery for the Hemphill County Appraisal District. 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 and to provide a recovery system in order to return the Hemphill CAD office to its normal operation, as soon and as efficiently, as possible.

This plan defines the responsibilities of employees in case of man made or natural disasters, technological accidents and other major incidents.

### **II. SITUATION AND ASSUMPTIONS**

#### **A. Situation**

The Hemphill CAD is exposed to many potential hazards, all of which have the potential for disrupting the operations of Hemphill CAD and the community, causing damage and causing casualties. Possible natural hazards include, but are not limited to, tornadoes, flood, wind and storm damage. Other emergencies include, but are not limited to, vandalism, theft, fire, technology failure and civil disturbances.

#### **B. Assumptions**

It is possible for a major disaster to occur at any time or any place in Hemphill 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.

It is assumed that in the event of an emergency or disaster, Hemphill CAD will receive assistance from local emergency personnel such as the Police Department, Sheriff's office, ambulance service, and fire department.

Proper implementation of this plan will reduce or prevent disaster related losses. The Hemphill County Appraisal District, as well as Hemphill County may be isolated for several hours, days or even several weeks, in the event of a large-scale natural disaster.

### **III. OPERATIONAL CONCEPT**

It is the responsibility of the Hemphill CAD to protect employee's lives and appraisal district property from the effects of hazardous events.

The Hemphill County Judge or the Mayor of Canadian may declare a local state of disaster. The Hemphill County Appraisal District Chief Appraiser will be in contact with these officials for direction to activate staff in the recovery aspects of the plan.

The Hemphill County Appraisal District's Chief Appraiser is responsible for the development and maintenance of a mitigation, 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 are obtained from other resources. The Hemphill CAD Chief Appraiser will be the lead contact for Hemphill CAD during any emergency or disaster.

The Chief Appraiser shall prepare the staff and any contractors in the event that they are required to perform mitigation/disaster recovery functions over an extended period of days or weeks.

The mitigation, emergency and disaster recovery plan follows an "all hazard" approach and acknowledges that most responsibilities and function performed during an emergency are not hazard specific. Likewise, this plan accounts for activities before and after, as well as during, mitigation operations.

#### **IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

The Hemphill CAD Board of Directors and the Chief Appraiser are responsible for doing everything possible to minimize damage and to help restore the office of Hemphill CAD in the event of any disruption of services due to a natural disaster, manmade incident, or national or local emergency.

##### **A. Board of Directors**

The Hemphill CAD Board of Directors is made up of representation from voting taxing jurisdictions.

The responsibilities of the Board of Directors regarding disaster recovery are:

1. To work with and direct the Chief Appraiser in any planning and the implementation of any emergency actions.
2. To establish policies and procedures for the operation of the Hemphill CAD should an emergency or disaster situation occur which affects Hemphill CAD.

##### **B. Chief Appraiser**

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

The responsibilities of the Chief Appraiser are to:

1. Work with and assist the Board of Directors in all phases of mitigation and emergency preparedness efforts as the Mitigation, Emergency and Disaster Recovery Management Coordinator for Hemphill CAD.
2. Serve as the liaison officer between the Board of Directors and the Emergency Management Coordinator, County Judge, and/or Mayor.
3. Establish a program to prepare, review, revise, distribute, and maintain the Hemphill CAD Mitigation, Emergency and Disaster Recovery plan.
4. Coordinate with vendors, contractors and professional service providers to reinstate operations at the Hemphill CAD.
5. Arrange for disaster preparedness and response to meet the needs of staff and property.
6. Coordinate mitigation and recovery actions for the Board of Directors and staff.
7. Maintain liaison with organized emergency volunteer groups and private agencies.
8. Activate readiness plan in case of warnings, evacuation, fire and rescue, terror threat and civil disturbances.

## V. RECOVERY ACTIONS

The Hemphill CAD 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. Evaluate 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 entities and public informed of the situation and how to contact the Hemphill CAD
- i. Perform an inventory of personnel and equipment for the Hemphill CAD's disaster recovery efforts.
- j. Maintain a list of Board of Directors and contact numbers
- k. Maintain a list of employees and contact numbers
- l. Maintain a list of service providers, contractors and professional services and contact numbers
- m. Maintain an inventory list of all fixed assets
- n. Maintain a list of all insurance providers and contact numbers
- o. Maintain a list of all local and state offices available to provide assistance with the disaster relief

### Recovery Timeline:

In the first twenty-four (24) hours if possible, of any type of disaster the Chief Appraiser, Pam Scates and the Deputy will be in contact to start the process for recovery depending of the scope of the disaster. The office will be inspected to see if it is still usable, if it is not, then the plans will be put into place to locate temporary space for the district. The Hemphill County Courthouse would be able to house the appraisal district in the event the district has to temporarily relocate. Within the next forty-eight (48) hours, if possible, the board of directors along with the Chief and the Deputy will either reopen the existing office or work to secure temporary office space. Within the first twenty-four (24) hours the Chief and Deputy will also assess the damages to any equipment and determine what is still usable and what will need to be replaced. If minimal damage has been determined, then the office will reopen as soon as the authorities will allow and the cleanup process will be started. The whole recovery procedure timeline will be contingent of the severity of the disaster; it is the intent of the district to have the office running as quickly as possible so that the taxpayers of Hemphill County will not be inconvenienced by any disaster that may have occurred. Again, the Hemphill County Courthouse has been designated as a secure off-site, temporary office if the Appraisal District office is deemed unsafe/damaged beyond use following any disaster. If a disaster is wide-spread throughout the City of Canadian, Fort Elliott CISD will be designated as an out-of-town, temporary office space for the District. Both temporary designated off-site locations use the same software vendor (Pritchard & Abbott) as the Appraisal District, therefore records could and would be easily recovered.

## **VI. CONTINUITY OF GOVERNMENT**

The Hemphill CAD is a separate political entity from the local county government, but in case of emergency or disaster, the Board of Directors and Chief Appraiser will follow the lines of succession within the county.

An electronic back-up tape of essential records is stored off-site at Hemphill CAD's software vendor, Pritchard & Abbott, Inc. They will be notified to create an off-site back up of the complete software system if advanced notice of an impending disaster is possible.

## **VII. PRESERVATION OF RECORDS**

The Local Government Records Act 203.021(5) requires that elected officials and governing bodies "facilitate the identification and protection of essential local government records." Essential Records are records in any media necessary to the resumption or continuation of operations after a disaster. Records required in the recreation of the legal and financial status of the government and the protection and fulfillment of obligations to the people of the state. The Hemphill County Appraisal District has identified the essential records of the district as the data base within the Pritchard & Abbott software, which includes parcels, parcel numbers, legal descriptions, owners, maps, images, exemptions, property history, HCAD's GIS, etc. In addition, the financial records and fixed assets inventory of the district are backed up and maintained by the office of Hudgins Crosier Sumpter, P.C. The databases of the district containing essential data are backed up on a daily basis electronically at Pritchard & Abbott Inc. in Fort Worth, Texas. The backup of the hard drive is stored off site through Carbonite online backup which is performed weekly.

## **VIII. FIRE AND EMERGENCY PROCEDURES**

### **BUILDING EVACUATION**

1. When an alarm sounds, all personnel are to proceed quickly to the nearest exit, taking customers with them.
2. Staff should exit through the front exit unless blocked and should then exit through the back exit.
3. All staff are to proceed directly to the assigned assembly point - The Hemphill County Courthouse basement. Staff should check in with the next person in charge. If a staff member must leave the group this should be relayed to the next person in charge.
4. Notify the fire department.
5. Wait for the all-clear signal to be given from the chief appraiser or the next person in charge before returning to the office.
6. All alarms are to be treated as real and all staff and customers should get out of the building as soon as possible.

### **TORNADO WARNING**

1. In the event the Tornado sirens are sounded, all are to proceed quickly to the office center.
2. All staff must check in with the next person in charge. If a staff member must leave the group this should be relayed to the next person in charge.
3. Emergency supply & equipment will be located inside the storage room at the center of the building. This includes a first aid kit, NOAA weather radio, emergency flashlight, extra batteries and charger.
4. Wait for the all-clear signal to be given by the chief appraiser or the supervisor in charge before returning to the appraisal district office.

**IX. POLICY DEVELOPMENT, MAINTENANCE AND IMPLEMENTATION**

This policy will be reviewed and approved annually by the Board of Directors. This policy shall be given to all HCAD employees and the Chief Appraiser will brief the staff and board of directors concerning their role in mitigation, emergency and disaster recovery management and ensure proper distribution of the plan to the staff and board. This policy supersedes and rescinds all previous versions of the Hemphill CAD Mitigation and Disaster Recovery Policy and is effective upon approval of the Hemphill CAD Board of Directors as indicated by the signatures of the Chairman of the Hemphill CAD Board of Directors and the Chief Appraiser.

\_\_\_\_\_

Chairman, Board of Directors

\_\_\_\_\_

Date

\_\_\_\_\_

Chief Appraiser

\_\_\_\_\_

Date

**In the event of a disaster (during business hours):**

- Listen to scanner and/or turn on The Weather Channel
- Notify spouse/relatives
- Secure work space –shut-off/unplug computers& equipment
- Secure front counter
- Secure computers; secure Pritchard & Abbott system and software, backup data on server (if possible)
- Turn off heating/cooling unit
- Move to the center of the office
- Wait for the all clear.
- After all clear, check for damage and/or injuries.
- Alert the BOD and Contractors

**In the event of a disaster (after business hours):**

- After home is secured and it is safe, staff will report to appraisal district office as soon as possible.
- Check building and contents for damage/report to authorities any damage.
- Begin mitigation recovery process.

**YEARLY EMPLOYEE TRAINING AND TESTING OF OFFSITE BACKUPS**

Each year the Chief Appraiser will conduct annual training with the employees of the Hemphill County Appraisal District. Topics to be discussed are the responsibilities and roles of each employee during a disaster and the recovery period. Back-up testing will be performed and each backup vendor will report the findings to the Chief Appraiser. Each employee will sign the following statement after their training sessions. The Chief Appraiser will retain documentations from Pritchard & Abbott Inc. stating the date that the backup was tested.

**PRITCHARD & ABBOTT, INC.STEPS TO RECOVER OFFSITE LOCATION**

The client maintains a backup of the P&A owned servers. This happens daily via the LTO backup system. This should be moved daily to an offsite location. These back-ups contain the necessary data to restore the P&A system in case of a disaster. In case of a disaster we give client the option to recover to another new server or recover to a hosted server at the P&A office. If a client wishes to restore back in-house then once a replacement server is in place the client database and file structure of Pritchard & Abbott's data are restored as before from the backup image. If the client needs a rapid restore, the backup image is loaded to a server in the Pritchard & Abbott office for remote access to the data. This is only a restore of the program data and files and does NOT include any non P&A production data.

**Employee Statement:**

I \_\_\_\_\_ have received my yearly training covering all aspects of the Hemphill County Appraisal District Emergency and Disaster Recovery Plan. I fully understand my responsibilities as an employee of the appraisal district during any emergency and/or disaster.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Chief Appraiser

\_\_\_\_\_  
Date

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**Appraisal Review Board of Directors**

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**Agricultural Appraisal Advisory Board**

Andy Holloway, Ext	10865 Exhibition Rd	Canadian			
Jim Haley	15406 Marshall Dr	Canadian		c. 255-0575	h. 323-8433
Lee Haygood	923 Hillside	Canadian		w. 323-8000	h. 323-8232
David C Cook	16596 Co Rd S	Canadian			h. 323-6055
Jeff Hoertz FSA				w. 323-8371	

**Appraisal District Employees**

Pam Scates 100	10904 Bonnie St	Canadian	Voice Mail: 19595	c. 202-3874	71214
Rachael Bartlett 104	125 Deer Street	Canadian	@hemphillcad.org	c. 341-6918	75339
Alice Bentley 103	608 Ash	Canadian	323-8800	c. 323-3012	70691
Accounting 101					
Conference 102					

**Appraisal District Entities**

Canadian ISD	800 Hillside	Cindy/Belinda	323-5393	FAX 323-8143	Dr. Julia McMains
Hemphill County	400 Main, Ste 200	Chris Jackson	323-6661	P O Box 959	Lisa Johnson 6521
Hem. Co Hospital	1020 S 4 <sup>th</sup>	Kelsey Haley	323-6422	FAX 323-8061	Cory Pittman
Hem. Co Water	PO Box 1142	Christa Perry	323-8350	FAX 323-9574	Marty Carr
City of Canadian	6 Main	Joe Jarosek	323-6473	FAX 323-5398	Terrill Bartlett, Myr
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### **Emergency and Disaster Recovery Response Plan**

In the event of a disaster event:

1. The Chief Appraiser shall assess the extent of damage to the Hemphill CAD facilities to determine if it's possible to continue operations in the existing premises.
2. The Chief Appraiser shall convey the results of the preliminary assessment to the Board of Directors at the earliest opportunity. If necessary, an Emergency Board of Directors meeting shall be posted and called as soon as possible.
3. If it is possible to continue operations in the facility then necessary repairs, equipment replacement etc. shall be inspected as soon as is practical.
4. If the facilities have been rendered un-useable then the operation has to be temporarily relocated. The Chief Appraiser shall take immediate steps to re-establish operations at an alternate location.
5. Secure office space or office trailer as circumstances warrant. Order replacement server, computers, FAX machine, telephone, internet connections and FAX connections. Purchase necessary office supplies etc.
6. Place advertisement regarding new location and contact information as soon as possible.
7. Open temporary office facilities as soon as practical. \*Temporary, secure off-site office locations have been designated at the Hemphill County Courthouse and Fort Elliott CISD as indicated in HCAD's Mitigation and Disaster Recovery Policy.