



# ORGANIZATIONAL DISASTER CONTINGENCY PLAN

Iowa Council of Foundations

Revised Fall 2018, Spring 2020

Iowa Council of Foundations  
[www.iowacounciloffoundations.org](http://www.iowacounciloffoundations.org)

# TABLE OF CONTENTS





<b>Immediate Response</b> .....	<b>2</b>
<b>Standard Office Safety Practices</b> .....	<b>2</b>
<b>Response to an Immediate Threat</b> .....	<b>3-4</b>
Calling Tree.....	3
Notification Plan.....	3
Emergency Contact Information.....	4
<b>Plan to Stay in Business</b> .....	<b>5-6</b>
Emergency Planning Team.....	5
Key Partners/External Emergency Planning Team.....	5
Communications.....	5
Remote Work Plan.....	6
Cyber Security.....	6
<b>Data Storage</b> .....	<b>7-8</b>
Records Back-Up.....	7
Recovery.....	7
Record & Document Retrieval.....	7-8
<b>Disasters in Iowa</b> .....	<b>9</b>
Activating the Network.....	9
Marketing & Communications Plan.....	9
Resources ICoF Can Provide to Communities in Need.....	9
<b>Disasters Outside of Iowa</b> .....	<b>10</b>
Activating the Network.....	10
Marketing & Communications Plan.....	10
<b>Supplemental Additions for Specific Disaster Response</b> .....	<b>11-12</b>
COVID-19 COOP Plan.....	11-12

## Purpose

The purpose of this plan is to provide information and procedures for managing a disaster at the offices of the Iowa Council of Foundations which would make it impossible to operate from its primary location. The plan also includes information on how the organization will engage with our network when a disaster strikes a community in Iowa or beyond.

# IMMEDIATE RESPONSE

When disaster occurs while the offices are occupied, the primary objective is to assure the safety of the staff and visitors in the building.

Tornado	Fire or Bomb	Gas Leak	Poor Weather
			
<p>In case of tornado warning or heavy straight line winds, everyone should take shelter XXX and await an all clear signal.</p>	<p>Leave the building immediately. Exit front doors and re-group in the parking lot. If front doors are blocked, exit back doors and re-group in back parking lot.</p> <p>Call 9-1-1.</p>	<p>Leave the building immediately and await an all clear signal. Exit the front doors and proceed to the parking lot.</p>	<p>The ICoF President monitors school closings and notifies staff with regard to closings due to severe weather.</p> <p>Staff should use best judgement when traveling in poor weather conditions.</p>

# STANDARD OFFICE SAFETY PRACTICES

For the safety and security of all staff, the following practices should be considered standard procedures at all times:

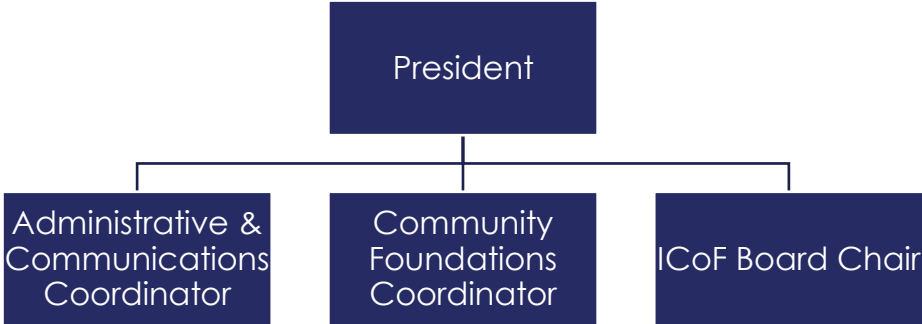
- o Call 9-1-1 if there are any medical needs or if emergency assistance is needed.
- o Staff should be aware of their surroundings and pay attention to any suspicious packages, backpacks, bags, etc. and should notify the ICoF President in the event they suspect something concerning.
- o If the office is deemed unsafe to re-enter, the ICoF President should activate the notification plan per the Calling Tree (see page 3).

# RESPONSE TO AN IMMEDIATE THREAT

Staff is trained to follow ACEs training:



## Calling Tree



## Notification Plan

When the ICoF office has been evacuated, a sign should be posted on the front door to warn and notify employees and visitors. The President will determine a plan in partnership with the Board Chair and then the following contacts will be made:

Staff	Notify staff to return to their homes and await instructions regarding returning to work. Depending on circumstances, emergency contacts may need to be called.
Board Chair	Inform the Board Chair.
EMS	Make contact with emergency management services for assistance in determining next steps.
Insurance Agents	Notify insurance agents of potential losses.

## Emergency Contact Information / EMS & Area Response Agencies

### Emergency

- 9-1-1

### Non-Emergency Police

- City of Des Moines Police Department
- 25 E 1st St, Des Moines, IA 50309
- (515) 283-4824

### Fire Department

- City of Des Moines Fire Department, Station #7
- 3500 E 12th St, Des Moines, IA 50316
- (515) 266-7162

### Hospital

- MercyOne Des Moines Medical Center and Emergency Room
- 1111 6th Ave, Des Moines, IA 50314
- (515) 247-3211

### EMS

- Ambulance Service Des Moines - (850) 600-8174
- Midwest Ambucare - (515) 222-2222
- Fraser Ambulance - (800) 562-3396

# PLAN TO STAY IN BUSINESS

If the Iowa Council of Foundations office is not accessible, we will operate from each staff person's home and connect via email.

The following is our primary crisis manager:

Kari McCann Boutell, President  
 Mobile: (641) 745-7751  
 Office: (515) 989-1188  
[kmcann@iowacounciloffoundations.org](mailto:kmcann@iowacounciloffoundations.org)

The President will determine action steps related to the following:

<b>Personal Safety</b>	<b>Document Retrieval</b>	<b>Re-establish Worksite and Systems</b>
<ul style="list-style-type: none"> <li>○ Locate the entire staff</li> <li>○ Ensure everyone is okay</li> <li>○ Establish a form of communication</li> <li>○ Secure the office site</li> </ul>	<ul style="list-style-type: none"> <li>○ Retrieve physical or virtual records and data to the extent possible</li> </ul>	<ul style="list-style-type: none"> <li>○ Office location</li> <li>○ Servers</li> <li>○ Computers</li> <li>○ Phones</li> <li>○ Mail</li> </ul>

## Emergency Planning Team

The following ICoF staff will participate in emergency planning and crisis management:  
 Administrative & Communications Coordinator  
 ICoF Board Chair

## Key Partners/External Emergency Planning Team

<b>Partner</b>	<b>Office/Department</b>	<b>Contact Information</b>
<b>Polk County Sheriff's Office</b>	Sherriff Office	(515) 286-3333
<b>City of Des Moines</b>	Police Department	(515) 283-4824
<b>City of Des Moines</b>	Fire Department	(515) 283-4237
<b>Insurance Agent</b>	PCDM Insurance	(800) 373-2821
<b>Technology Consultant</b>	Aureon	(833) 558-9869

## Communications

We will continue to communicate our emergency plans with staff via:

- Work email
- Cell phones/text messages
- Home phone
- Home email addresses

## Remote Work Plan

As per the employee handbook: The ICoF is primarily operated as a remote office environment. Each employee will maintain a home office unless otherwise agreed upon by the President or the Chair of the Board of Directors. ICoF may provide specific tools or equipment for the employee to perform his/her current job duties. This may include: computer hardware, computer software, cell phone, email connectivity and other applicable equipment or technology deemed necessary to perform an employee's job duties.

Each employee shall designate a workspace within their remote location for placement and/or installation of equipment. Employees shall maintain this workspace in a safe condition, free from hazards and other dangers to the employee and/or equipment.

Office hours will be established during which time all employees will be available to one another and clients for business purposes.

In the event an accident or injury should occur, the employee should notify the President or the Chair of the Board of Directors immediately.

## Cyber Security

To protect our computer software, hardware and network, we will:

- Maintain anti-virus software and updates on ICoF laptops
- Maintain and update software and hardware firewalls
- Destroy or erase hard drives of computers which are damaged beyond repair
- Maintain passwords for workstations and software programs
- Maintain access to Office 365 web mail
- Document comprehensive list of website resources including website address, username and passwords stored electronically in Passpack

If computers are destroyed, we will use home computers and laptops as back-up for communication until new hardware arrives.

# DATA STORAGE

## Records Back-Up

Accounting and payroll records are held at DMS. Critical documents including a copy of this plan, insurance policies, and bank account records will become a part of the President's emergency portfolio. The President will maintain the following at home:

- Business Contingency Plan
- Insurance policies (copies)
- Annual workplan and budget
- List of bank names, account #s, and contact information

## Recovery

1. Estimate length of displacement.
2. Prioritize and organize projects, tasks and core functions.
3. Assess human capital needs and requirements.
4. Determine the need for a long-term office location or meeting site.
5. Determine inventory losses.
6. Determine necessary office repairs.
7. Determine equipment needs for all staff.
8. File appropriate insurance claims.

## Record & Document Retrieval

Documents are stored both in the ICoF offices and in the fiscal admin office, currently Diversified Management Services, as determined through the current Document Retention Policy listed in part below. Documents stored at the fiscal admin office will be retrieved upon disaster when necessary.



Type of Document	Minimum Time	Form of Document	Location
Accounts payable ledgers & schedules	7 years	Electronic	Fiscal Admin Office
Accounts receivable ledgers & schedules	7 years	Electronic	Fiscal Admin Office
Audit & Financial Review Reports	Permanently	Paper & electronic	ICoF Office
Bank Reconciliations	3 2 years	Electronic	Fiscal Admin Office
Bank statements	3 4 years	Paper or Electronic	Fiscal Admin Office & ICoF Office
Checks (for important payments and purchases)	Permanently	Electronic	Fiscal Admin Office
Contracts, mortgages, notes and leases (expired)	7 years	Paper & electronic	Both
Contracts (still in effect)	Permanently	Paper & electronic	Both
Correspondence (general)	2 years	Paper or electronic	ICoF Office
Correspondence (legal and important matters)	Permanently	Paper or electronic	Both
Correspondence (with customers and vendors)	2 years	Paper or electronic	ICoF Office
Deeds, mortgages, and bills of sale	Permanently	Paper & electronic	Currently NA
Depreciation Schedules	Permanently	Paper or electronic	Fiscal Admin Office
Duplicate deposit slips	2 years	Electronic	Fiscal Admin Office
Employment applications	3 years	Paper or electronic	Both
Expense Analyses/expense distribution schedules	7 years	Electronic	Fiscal Admin Office
Year End Financial Statements	Permanently	Paper & Electronic	ICoF Office & Fiscal Admin Office
Insurance Policies (expired)	3 years	Paper or electronic	ICoF Office & Fiscal Admin Office
Insurance records, current accident reports, claims, etc.	Permanently	Paper or electronic	ICoF Office & Fiscal Admin Office
Internal audit reports	3 years	Paper or electronic	Both
Inventories of products, materials, and supplies	7 years	Paper or electronic	Both
Invoices (to customers, from vendors)	7 years	Paper or electronic	Both
Minute books, bylaws and charter	Permanently	Paper & Electronic	Both
Patents and related Papers	Permanently	Paper & Electronic	Currently NA
Payroll records and summaries	7 years	Electronic	Fiscal Admin Office
Personnel files (terminated employees)	3 years	Paper & Electronic	Both
Retirement and pension records	Permanently	Electronic	Fiscal Admin Office
Tax returns and worksheets	Permanently	Paper & Electronic	Fiscal Admin Office
Timesheets	7 years	Electronic	Fiscal Admin Office
Trademark registrations and copyrights	Permanently	Paper & Electronic	Currently NA
Withholding tax statements	7 years	Paper & Electronic	Fiscal Admin Office

# DISASTERS IN IOWA

## Activating the Network

The ICoF network is broad and reaches every corner of Iowa. The network is made up of community foundations, private foundations, corporate foundations, professional advisors and grantmaking organizations with influence and resources across the state. In the event of a disaster, it is the role of the ICoF to inform and keep the network up-to-date on ways to assist our communities in need. The following actions will be considered on a case-by-case basis as a way to activate the ICoF funding network to respond:

- E-communications through *Council Column*, *CF Snapshot* or special e-blasts
- Utilizing social media platforms
- Updates on the ICoF website
- Updates at ICoF membership meetings
- E-mails to the United Philanthropy Forum CEO listserv

## Marketing & Communications Plan

In the event of a disaster in an Iowa community, the ICoF will adhere to the steps listed below in order to assist others in helping the community in need by directing them to the appropriate organizations in the impacted community.

1. Determine member organizations affected by disaster
2. Create contact/point of communication with member(s)
3. Share readily available resources (i.e. Iowa Community Foundations Disaster Philanthropy Toolkit, Disaster Philanthropy Checklist, etc.) with contacts
4. Gather information from contacts: their immediate needs, appropriate organizations/websites to direct people to
5. Disseminate pertinent information to ICoF membership through various communications channels
6. Follow-up with community in need
7. Share stories on response and recovery efforts, as appropriate

## Resources the ICoF Can Provide to Communities in Need

The ICoF has a variety of resources readily available to offer to communities in need. Each resource listed below may need updated and refined prior to use.

- Iowa Community Foundations Disaster Philanthropy Toolkit, Checklist and Iowa and Federal Disaster Resources
- [Disaster Philanthropy Playbook](#)
- Connections to [Center for Disaster Philanthropy](#) team and connection to CDP [Midwest Early Recovery Fund](#) contact
- Connection to other foundations impacted and/or interested in providing support

# DISASTERS OUTSIDE OF IOWA

## Activating the Network

The ICoF, as a resource for philanthropy in Iowa, has a role in keeping our membership informed of how to assist those in need outside of our state in times of disaster. The ICoF President and Board of Directors will determine when information of disasters outside of Iowa should be disseminated across our membership. This can include:

- E-communications through the *Council Column*, *CF Snapshot* or special e-blasts
- Utilizing social media platforms
- Updates on the ICoF website
- Updates at ICoF membership meetings

## Marketing & Communications Plan

In the event of a national or international disaster, the ICoF will direct our membership to appropriate organizations and contacts in the area impacted by the disaster. The ICoF President will obtain information from the United Philanthropy Forum network and determine when and if appropriate to share with the ICoF membership and which communications channels to utilize. This will be determined on a case-by-case basis.

## Summary

This document serves as a plan for the Iowa Council of Foundations when disaster impacts the organization. Having a continuity of operations plan allows the ICoF to respond immediately, in an organized and efficient manner, in times of disaster. This document will assist in mitigation and recovery efforts. The ICoF has built this document not only for our organization, but as an example for others. The document can be modified for the use of ICoF members or others in the field of philanthropy. The ICoF is committed to disaster preparedness and has worked with a cohort of organizations in PPREP to become better prepared as an organization. This preparation enables us to better serve our communities and members during times of disaster and recovery.

# SUPPLEMENTAL ADDITIONS FOR SPECIFIC DISASTER RESPONSE

## ICoF COVID-19 COOP Plan 2020—a working document

This COOP Plan will be activated when we believe it is essential to prioritize the health and well-being of the ICoF staff and members. Coronavirus triggering events could include, but are not limited to: an infected or exposed staff member; an infected or exposed visitor to the ICoF office, or an ICoF event; landlord-directed building quarantine; community-directed quarantine. This plan is developed with the intention to prioritize staff and stakeholder health and well-being. The ICoF recognizes that this COOP may have financial implications for the organization through possible reduced revenue from event registrations. These financial implications will be overseen by the President and Board Chair.

### **Activation and Staff Communication:**

The ICoF President and Board of Directors will decide if the work of the Iowa Council of Foundations will temporarily cease. Staff will be alerted through an all-staff email or personal phone call sent by the President. Because the entire staff currently works remotely, it is unlikely this will need to happen.

ICoF internal communications will continue to be remote: via email, phone, and Zoom platforms. If personal contact information changes, staff should update the ICoF President who will disseminate to staff .

### **ICoF Programming and Member Communications:**

The ICoF will continue programming and member communications through virtual methods as able. We will cancel in-person events for the month of March 2020 and monitor April/May events in an ongoing manner. Event cancellations or modifications (i.e. move to virtual platform) will be communicated to registrants and members through email communication.

Remote meetings will take place through the ICoF Zoom platform. Staff members should keep their Zoom accounts up-to-date and passwords should be located in Passpack. Staff should communicate when remote meetings are taking place on the ICoF Zoom personal meeting line so there are not double-booked meetings. If staff members have individual meetings scheduled with members or other community partners, they should be rescheduled or hosted virtually, as possible.

Zoom Personal Meeting ID: 5159891188

Zoom Call-In: (646) 558-8656

**Finance and Operations Functions:**

The ICoF President and Board Treasurer will assess the need to pay specific bills as they arrive. Should the Diversified Management Services offices close, we will update our plan accordingly, as they receive our mail and pay our invoices/bills daily and weekly.

*This COOP is a working document which will change with the circumstances as necessary. This plan addresses the specific operational needs of the Iowa Council of Foundations and does not represent advice or direction for any other foundation or organization.*