

CHILDRESS COUNTY APPRAISAL DISTRICT

**EMERGENCY AND DISASTER
RECOVERY PLAN**

2025 - 2026

APPROVED JULY 9, 2025

BY THE BOARD OF DIRECTORS OF CHILDRESS COUNTY APPR. DIST.

CHILDRRESS COUNTY APPRAISAL DISTRICT
EMERGENCY AND DISASTER RECOVERY POLICY

PURPOSE

The purpose of this plan is to provide for emergency and disaster recovery for the Childress 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 Childress County Appraisal District 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.

SCOPE

- A. This plan establishes operational concepts and identifies tasks and responsibilities required to carry out the disaster recovery plan. It describes the organization and coordination of efforts. It identifies who is expected to do what, when, where, and how to prevent and manage emergency situations.
- B. This plan addresses the steps necessary to ensure continuity of operations to provide for the protection of staff and citizens as well as essential services to the citizens in the event of a major disaster.
- C. This plan includes provisions for flexibility of methods, operations, and actions needed to facilitate the efforts of the District in accomplishing its objectives.

SITUATION AND ASSUMPTIONS

A. Situation

The Childress CAD is exposed to many potential hazards, all of which have the potential for disrupting the operations of the appraisal district and the

community, causing damage and causing casualties. Possible natural hazards include, but are not limited to, tornadoes and wind and storm damage. Other emergencies include, but are not limited to, vandalism, theft, fire, technology failure, security, and civil disturbances.

B. Assumptions

1. It is possible for a major disaster to occur at any time or any place in the 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.
2. In the event of a major disaster, the District may be required to seek assistance from its software provider and appraisal firm.
3. Continuity of leadership and operations including provisions for emergency succession of District leadership, identification of alternate operating facilities, preservation of vital records, and protection of personnel, materials, and facilities are discussed later in this plan.
4. It is possible for a major disaster at any time that may require evacuation and sheltering of staff and/or the public.
5. The ability to recover and resume normal operations following a disaster is directly influenced by the effectiveness of continuity of government and operations and recovery planning.
6. Normal communications may be destroyed, degraded, or rendered inoperable in a disaster.
7. It is assumed that in the event of an emergency or disaster the Childress County Appraisal District will receive assistance from local emergency personnel such as the Sheriff's Department, Childress County Emergency Response office, ambulance service, and fire department.

OPERATIONAL CONCEPT

It is the responsibility of the Childress CAD to protect employees' lives and appraisal district property from the effects of hazardous events.

A local state of disaster may be declared by the Childress County Judge or the Mayor of Childress, Texas. The Childress 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 Childress County appraisal district's 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 ensure that any skills not normally available in the staff are obtained from other sources. The Childress CAD chief appraiser will be the lead contact for Childress 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 emergency/disaster recovery functions over an extended period of days or weeks.

The emergency and disaster recovery plan follows an "all hazards" 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.

ORGANIZATION FOR EMERGENCIES OR DISASTER AND ASSIGNMENT OF RESPONSIBILITIES

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

A. Board of Directors

The Childress CAD Board of Directors is made up of representation from each voting taxing jurisdiction.

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

- a. To work with and direct the chief appraiser in any planning and implementation of any emergency actions.
- b. To establish policies and procedures for the operation of the appraisal district should an emergency or disaster situation occur which affects Childress CAD.
- c. In the event that the CAD Office building is destroyed or damaged beyond ability to use, the Board of Directors and the chief appraiser will work with Childress County to re-establish the office in a county-owned building, if possible. If a county-owned building is not available, the Board of Directors will locate and facilitate the funding for the re-establishment of the CAD Office at the chosen alternate location.

B. Chief Appraiser

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 efforts as the Emergency and Disaster Recovery Management Coordinator for Childress CAD.
- b. Serve as the liaison officer between the Board of Directors and the Emergency Management Coordinator, County Judge, and/or Mayor.
- c. Childress CAD is located in a building that is owned by Childress County Appraisal District. The chief appraiser will work with Childress County designated persons to coordinate disaster recovery measures and in compliance with the Childress County Appraisal District Disaster Recovery Plan.
- d. Establish a program to prepare, review, revise, distribute, and maintain the Childress CAD emergency and disaster recovery plan.
- e. Coordinate with vendors, contractors, and professional service providers to reinstate operations at the Childress CAD office.
- f. Arrange for disaster preparedness and response to meet the needs of staffing and property.

- g. Coordinate emergency and recovery actions for the Board of Directors and staff.
- h. Maintain contacts with organized emergency volunteer groups and private agencies.
- i. Activate readiness plan in case of warnings, evacuation, fire and rescue, terror threat, and civil disturbances.
- j. Maintain the contact phone list with staff, board, taxing entities, and service contractors.

Recovery Actions

The Childress CAD chief appraiser shall provide overall direction for recovery actions and will:

- a. contact the Board of Directors and staff to reestablish communications
- b. assess the extent of damage of office and property and take photos of damage
- c. contact, direct or perform emergency cleanup and debris removal of office and/or property in coordination with Childress County designated Disaster Recovery persons; follow current guidelines suggested by Texas State Library and Archives Commission, State and Local Records Management and the State Office of Risk Management Business Continuity Program
- 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 Childress CAD
- i. perform an inventory of personnel and equipment for Childress 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 contact numbers
- o. maintain a list of all local and state offices available to provide assistance with disaster relief

CONTINUITY OF GOVERNMENT

The Childress 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.

A. Hardware

An electronic backup of essential records is stored off-site. The CAD's software vendor, Pritchard & Abbott, maintains an off-site backup of the complete software system. Permanent records and some temporary records are retained in the appraisal district storage area at the Appraisal District Office located at 1710 Avenue F NW, Childress, TX. Additionally, and to cover documents that are not included in other back-ups, each computer station has an external hard-drive back up that is continuous.

B. Software

Each employee uses Pritchard & Abbott Real Estate Appraisal Software and Pritchard & Abbott Tax Collection Software, Microsoft Office, and Adobe Acrobat. The Office Business Manager also uses QuickBooks. Additional software may be used on an assigned basis, including specific software for mapping.

C. Data

The District's data consists of:

Pritchard & Abbott CAMA database

Access queries and information

Financial records in Quick-books format

Adobe files which include manuals, policies, deed records, and various applications

JPG files for photos attached to parcel records

D. Hard Copy Records

The District has converted many hard copy records to a digital format. Records that have been converted are included in the backup records. In the event of an emergency, securing on-site backup sets and those records not converted will be a priority.

E. Personnel Responsibilities

Should the Chief Appraiser be unavailable to mitigate the emergency or disaster, the Administrative Assistants will temporarily provide direction for the recovery efforts under the supervision of the Board of Directors. Appraisal activities would be maintained by the staff with the assistance of Pritchard & Abbott, Inc.; and/or other reputable vendors as the Board of Directors determine.

Lines of Succession:

1. Board of Directors

The Board of Directors is composed of 5 members elected by eligible taxing authorities within Childress County. At the first meeting of the year, the Board elects the Chairman and Secretary. The line of succession shall follow this order.

2. Chief Appraiser

The Chief Appraiser is contracted. The Chief Appraiser may elect to appoint a Deputy Chief Appraiser. In any instance where the Chief Appraiser may not be immediately available or is incapacitated, the Business Manager will succeed the Chief Appraiser. Upon assuming the responsibilities of the Chief Appraiser, the Business Manager will notify the Board Chairman of this action and will continue in this capacity until the Chief Appraiser is available or an action is taken by the Board of Directors appointing another to act in their place. If the Business Manager is also unavailable or is incapacitated, the Tax Office Administrator will assume responsibility and follow the same actions as above.

3. A list of key contacts is attached at the end of this plan and shall be updated and maintained on a consistent basis.

COMMUNICATIONS

A. Readiness and Response Levels

Plans and procedures provide that certain actions are to be taken at each response level based on the situation encountered. The levels of readiness and response conditions are:

1. Normal Conditions:
 - a) Planning and training activities are conducted.
 - b) Equipment and facilities are maintained.
 - c) Warning communication and security systems and services are tested.
 - d) Conduct daily back-up of all District data.
2. Increased Readiness
 - a) No significant emergency situation has occurred but increased vulnerability to a specific hazard may exist.
 - b) Staff is alerted as to the nature of the situation.
 - c) Plans and procedures are reviewed.
3. Escalated Response
 - a) The scope of the emergency situation has expanded. Actions such as evacuation or closings may be implemented.
 - b) The Chief Appraiser is notified and briefed on the situation and potential impacts. The Chief Appraiser is responsible for making decisions regarding actions necessary to protect the staff and public.
 - c) Normal operations may be impaired.
 - d) Preparations are made for the protection of vital records.

B. Alert and Warning

1. The warning of an actual or potential emergency is received. The Chief Appraiser is notified of the warning and the decision to evacuate or take cover in-place.
2. If the warning occurs prior to normal operating hours, a decision will be made as to continue with normal operations, limited operations or to suspend operations until such time as the level of safety of staff and public is acceptable. Affected staff will be notified of any actions using existing contact information.

C. Recovery

The Chief Appraiser shall provide for the overall direction of recovery actions. The Chief Appraiser is designated with the authority to make necessary decisions regarding the operations of the District. A timeline is attached at the conclusion of this Plan.

PLAN DEVELOPMENT, MAINTENANCE, AND IMPLEMENTATION

A. Development

The Chief Appraiser is responsible, through approval by the Board of Directors, for the development and maintenance of this plan. This plan will be reviewed and approved by the Board of Directors on an annual basis.

B. Maintenance

The Board of Directors is responsible for the annual review of this plan and providing recommendations for changes to the Chief Appraiser (however, this plan remains in effect until replaced). The Chief Appraiser will issue changes to this plan as they are made. Revisions to this plan may result after an evaluation of its effectiveness after a review of its contents, tests, or after an incident. On-going employee training will be conducted to test and familiarize employees of the actions required in this plan.

C. Implementation

This plan will be implemented upon approval of the Board of Directors and distributed to staff for review and training.

SPECIFIC INCIDENTS

VANDALISM, THEFT, AND CIVIL DISTURBANCE

In case of vandalism, the chief appraiser will notify the local sheriff's department and make a report. The chief appraiser will notify the board of directors, who will determine a plan of action.

In case of civil disturbances, code-words have been designed to initiate action of employees without alarming the person he was causing the disturbance or situation.

Code-words:

green file: call police

yellow file: suspicious behavior

blue file: do you want me to stay?

Sample usage of code-words:

1. Upon hearing an irate taxpayer in the Chief Appraiser's office, an employee asks the Chief Appraiser, "Do you need the green file?" The Chief Appraiser replies, "Yes" and the employee goes to 'get' the file but calls the police from another office that is out of earshot.
2. An irate taxpayer asks to meet with the chief appraiser in her office, she is nervous about this person and asks the clerk to find the 'yellow file'. This causes the clerk to pay attention to the situation in the office without alarming the taxpayer. The clerk will listen for the code-words, such as 'green file', instructing the clerk to call the police; or 'blue file', which means the clerk should stay in the room.
3. It is less than five minutes before the office closes. A taxpayer just came in and has a few questions for the chief appraiser. It appears that the Chief Appraiser and this person are friends. The other office employee has a doctor's appointment and has to leave on time. The employee asks the Chief Appraiser, "Do you need the blue file?" In reply, the chief appraiser would answer, "I really need the yellow file", which means that the

employee should not leave. But, if the chief appraiser answered, "No", then the employee knows that it's okay to leave.

EMERGENCY AND EVACUATION PROCEDURES

FIRE - When an emergency arises, stay calm. 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 accounted. The supervisor will advise when it's safe to return the building.

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, individual's present condition, events leading up to the emergency and whether or not CPR is being performed. Notify or have someone notify the Chief Appraiser of the situation.

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 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 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 staff will communicate with the officer in charge and will coordinate with the Sheriff's Department as a determination to the credibility of the threat is determined. The Chief Appraiser will inform when it is safe to re-enter the building.

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: utilize the code-words with staff, notify the chief appraiser, or call 911 and report the situation.

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 Childress County Appraisal District employees.

This policy supersedes and rescinds all previous versions of the Childress CAD Emergency and Disaster recovery policy and is effective upon approval of the Childress CAD Board of Directors as indicated by the signatures of the Chairman of the Childress CAD Board of Directors and the Chief Appraiser.

STAFF CONTACT LISTINGS

<u>Title</u>	<u>Name</u>	<u>Address</u>	<u>Contact Numbers</u>
Chief Appraiser	Twila Butler	309 W 10 th , Quanah, TX	940-473-1998
Tax Office Administrator	Francis Median-Thomas	Kirkland	940-674-5252
Financial Administrator	Kelsey Bradley	Carey, TX	940-585-9311
Admin. Asst.	Lexie Jones	Childress, TX	940-475-0266

TAXING ENTITIES

Childress County	County Court House
City of Childress	City Hall
CRMC	Childress Hospital
Gateway GCD	Quanah, TX
Clarendon Col.	Clarendon, TX
Memphis ISD	Memphis ISD Admin.
Wellington ISD	Wellington ISD Admin.
Mesquite GCD	Memphis, TX

SERVICES AND CONTRACTORS

Pritchard & Abbott, Inc.
Fort Worth, TX
Kevin McBurnett
Fort Worth 817-846-4998

Eagle Property Tax Appraisal & Consulting, Inc.
Gary Zeitler, Owner & CEO 940-567-1389

Twila Butler, Contract
Chief Appraiser 940-473-1998

EMERGENCY AND DISASTER RECOVERY POLICY

AMENDMENT/ADDENDUM #2

TIMELINE FOR COORDINATING A CRITICAL INCIDENT RESPONSE

OBJECTIVE

1. To coordinate the District's response to critical or emergency incidents while paying special attention to the safety and security needs of its staff, citizens, and visitors, including persons with disabilities and functional needs.
2. To maintain customer service by minimizing interruptions or disruptions of operations.
3. To protect facilities, physical assets, and electronic information.
4. To provide guidance and appropriate support services to the staff, Appraisal Review Board Members and the Board of Directors members in the event of a critical incident.
5. To outline the general procedures to be taken in the event of a critical incident (or the threat thereof) affecting the operation of the appraisal district functions

DEFINITION OF A CRITICAL INCIDENT

1. A critical incident is a situation that involves the District's employees and/or citizens that creates a major disruption of normal operations and calls for a response beyond normal operational procedures.
2. Examples may be situations such as natural/structural disasters (fire, flood, tornado, earthquake, storms, explosions, power outages, leaks, and hazardous materials releases), violent behavior (terrorism, workplace violence, vandalism and theft) or life threatening injury or illness.
3. Some emergencies, disasters, or incidents will occur with enough warning that appropriate notification will be issued to ensure some level of preparation. Other situations may occur with no advanced warning.
4. The extent of the challenges created by emergencies or disasters depends on factors such as time of occurrence, severity of impact, existing weather conditions, area demographics, and nature of building construction.

****THIS PLAN IS FOR GENERAL INFORMATION ONLY. DURING AN ACTUAL CRITICAL INCIDENT, VARIATIONS MIGHT BE MADE DEPENDING ON THE NATURE OF THE EVENT AND THE SITUATION.**

BASIC STEPS

1. PREVENTION/LOSS CONTROL
2. PREPAREDNESS/PLANNING
3. POST EVENT RESPONSE

4. RECOVERY

OUTLINE OF RESPONSE IN THE EVENT OF A CRITICAL INCIDENT

STEP 1:

1. The Chief Appraiser is notified of a critical incident involving a District employee or citizen.
2. Other on-call management staff may be notified on their cell phones that will immediately coordinate with the Chief Appraiser after hours or holidays.
3. First responders may call 911 if they determine that immediate medical attention is necessary. Once emergency services have been contacted, all steps in this process must be followed.
4. In the event the Chief Appraiser is incapacitated or unavailable for any reason, the Business Manager/Office Coordinator, in coordination with the Chairman of the Board of Directors will assume the role of primary contact and decision maker.

STEP 2:

1. The Deputy Chief Appraiser gathers information concerning the critical incident and responds accordingly and also assesses the situation and shall notify the Chief Appraiser.
2. In the event that the District needs to be closed or schedules altered in some manner, approval must come from the Chief Appraiser.
3. Any media contact or press releases must be coordinated through the Chief Appraiser.
4. Any email or website assistance must be coordinated through the Data Entry Clerk.

STEP 3:

Depending on the evaluation of the situation, one or more of the following may occur:

- A. Chief Appraiser assigns an on-site coordinator that reports back to the him/her. Based on the initial findings and upon the agreement with either the Chief Appraiser or the on-site coordinator, the response by the Chief Appraiser may include: dealing with the situation alone, contacting trained personnel, contacting appropriate outside agencies (local police, fire, hospital, etc.), contacting family members, contacting counseling center. If warranted, an emergency meeting of all essential personnel may be called after evaluation of the situation.
- B. If an emergency meeting is activated, it will be held in the Chief Appraiser's office. If this location is unavailable, it will be held in an available room in the Court House.
- C. Emergency meeting is called. If determined in the emergency meeting, the on-site coordinator will assist the Chief Appraiser in dealing with the critical incident. This may include, but is not limited to: assisting staff, citizens and family members, while gathering additional information, etc.

STEP 4: RECOVERY TIMELINE

24 HOURS

- If small in scope, begin clean-up and minor repairs
- Assess damage and determine length of outage
- Secure alternate location, if needed
- Move computers and equipment
- Determine scope of damage for servers and workstations
- Obtain backup computer equipment
- Contact software/hardware provider to begin restoration
- Restore the 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
- Make arrangements with police to secure/patrol the damaged area if necessary
- Notify employees and board members of situation

48 to 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 the 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 or ascertain that owner of building has done so
- Document all facility damage
- Order supplies and equipment required at alternate site
- Keep employees and board members informed of recovery process

1 to 2 WEEKS

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

3 to 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 the Board of Directors
Update disaster recovery plan based on lessons learned

STEP 5:

Once the 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 in procedures.

PRESS RELATIONS:

All press and media releases will be conducted by the Chief Appraiser in cooperation with the on-site coordinator. The Chief Appraiser and on-site coordinator will review all media and press releases.

APPROVED AND ADOPTED THIS THE 9th day of July, 2025.



JAMES DRIVER

(ELECTRONIC SIGNATURE)

Chairman, Board of Directors



JEREMY HILL

(ELECTRONIC SIGNATURE)

Secretary, Board of Directors