

# STAVROS DISASTER CONTINUOUS OPERATION PLAN

## **Summary:**

This document will serve as an outline to inform you of how Stavros Fiscal Intermediary will continue to operate in the event that a major disaster of any kind befalls the primary place of business, 210 Old Farm Road in Amherst, Massachusetts.

Stavros is required to be functional within two business days in order to provide essential services including processing timesheets, paying checks, and providing customer service. In the event that the primary facility was not able to be used, Stavros Fiscal would relocate to the Stavros office at 262 Cottage Street in Springfield, Massachusetts, which is designated as our Emergency Relocation Site (ERS).

## **How you will be informed:**

In the event of a disaster you will be informed using the emergency notification system that Stavros has in place. You will receive a phone call from a robo-dialer that will have a message from a Stavros Fiscal staff member who will explain what disaster affected Stavros and give you specific instructions, if necessary, as to where to bring your timesheet and if there are any changes in the submittal procedures.

You can also check for updates on the Stavros Fiscal web site which is located at:

<http://www.stavrosfi.org>

(Click on the "Emergency Notifications" button and on the page that appears, there will be further instructions and updates. )

As major events transpire, you will be continued to be updated through the emergency notification system. Please make sure that your phone numbers and e-mail addresses that Stavros has on file are current.

## **Submitting timesheets:**

You will still be able to submit timesheets the same way that you are used to doing.

If you are submitting timesheets by fax, you would still use the current **(888) 773-4281** phone number.

If you are submitting timesheets manually, via FedEx or via mail, the full address of the ERS where you could send your timesheets is:

**Stavros Center for Independent Living  
262 Cottage Street  
Springfield, MA 01104-4002**

## **Contacting Customer Service:**

Customer service will be operational even in the event of a disaster. The phone number that you can reach customer service will be: **(413) 781-5555**

During the emergency situation feel free to call customer service as needed. We are here to serve your needs and answer your questions.