



citycounty insurance services
cisoregon.org

Agility Recovery Services and COVID-19 Resource Assistance

When we think of disasters, we typically think of earthquakes, floods, or storms. But a disaster can also be a chronic event, like the current pandemic.

A disaster can be anything that overwhelms your normal resources and capabilities. You may be the one to declare it or be guided to do so by the government — local, state, or federal.

In the case of COVID-19, both the state and federal government have declared emergencies. Neither Agility nor CIS impose any minimum requirements for what qualifies as a disaster.

How can Agility Recovery help?

During these tough times, Agility Recovery can assist with some of your resource needs as you respond to COVID-19. CIS pays the monthly fee to provide Agility membership to our members with Property coverage.

Agility can supply you with additional computers to support your Emergency Operations Centers (EOC) or staff working from home. There may also be a need of similar equipment for shelter management. It's important to plan before making the request, to determine the number of resources needed and any specifications required, as well as where the resources should be sent.

What's the cost?

The costs for the recovery materials are not included in your Agility membership and are not covered by CIS' Property coverage unless part of a loss that results in a covered claim. In that case, they will be covered by the Extra Expense allowance.

So, if the need is related to enabling staff to work from home or add extra computers to an EOC, there would be no issue in getting computers, but they won't be covered by the extra expense coverage. Also, all inventory is limited to stock on hand.

What's the next step?

There is no charge to call Agility, and their recovery specialists can help in guiding you through the process. The Disaster Declaration Hotline is 1-877-364-9393.

How long can you keep Agility's resources?

Agility says you can keep them as long as you need them. In some cases, alternative long-term solutions may be more cost effective. Even then, the benefit of Agility is they

provide what you need, as soon as you need it. This gets you back to providing services while giving you time to evaluate long-term or permanent solutions instead of being forced to take the first option you find, regardless of cost.

What other valuable tools are available?

Another tool on your myAgility site is the Alert Notification System. You can use it any time to send a text message or email to anyone in your contact database. For example, you could use it to inform staff about facility closures, changes in hours of operations or other important business updates. It's not limited to disasters.

All of this is available at no additional charge as part of your Agility membership through CIS.