

**AAA I DISASTER PLAN  
TO MEET THE NEEDS OF AREA SENIORS  
IN THE EVENT OF  
NATURAL OR MAN-MADE DISASTER  
OR OTHER WIDESPREAD EMERGENCY**  
*Updated for 2010*

The Administration on Aging and the Aging Network composed of State and Area Agencies on Aging, Native American Tribal Organizations, service providers and educational institutions have the legislative mandate to advocate on behalf of older persons and to work in cooperation with other Federal and State programs to provide needed services. The authority and responsibility of the Administration on Aging and the Aging Network to provide disaster services is found within the charge from the Older Americans Act to serve older persons in greatest need and from Title III, Sec. 310, Disaster Relief Reimbursements, which provides for limited resources to fund disaster response services.

Older people will not be served as well as the general population unless they can receive the special assistance that only the Aging Network can provide in disasters. To elevate the capability of the Aging Network to be able to respond quickly and effectively in serving older disaster victims, the Administration on Aging developed the *Emergency and Disaster Preparedness and Assistance* guide, which is available online at <http://www.aoa.gov/press/preparedness/preparedness.asp>. This guidance is a useful tool for State and Area Agencies on Aging to use as they develop disaster preparedness plans and train staff to better serve the needs of older disaster victims.

*Statement of Understanding Between the American National Red Cross and The Administration on Aging* further demonstrates the commitment and responsibility of the Aging Network to prepare for and respond in disaster relief situations. This SOU emphasizes the Aging Network's ability to perform two basic types of disaster assistance service, which are:

- Advocacy and Outreach – assuring that older persons have access to and the assistance necessary to obtain needed services, including locating older persons; getting medical attention if needed, including medications and assistive devices; assisting in the completion and filing of applications for financial and other assistance; and follow-up monitoring to assure needs are met.
- Gap-filling – to assure that needed services and follow-up are provided beyond the timeframes and restrictions of other relief efforts if necessary. OAA funds can be used for chore, homemaker, transportation, nutrition, legal, and other temporary or one-time only expenses which help older persons retain maximum independent living.

Methods of Cooperation agreed upon and encouraged in the *Statement of Understanding* include; disaster planning and preparedness, sharing statistical and other data on elderly populations, establishment of disaster advocacy and outreach programs, and making congregate and home delivered meals programs available to the general public during a disaster.

State of Idaho Executive Order No. 2006-10 and the Idaho Emergency Operations Plan assign specific emergency support activities to the Idaho Commission on Aging and the Area Agencies on Aging in assisting and in support of local and state government prior to and during emergencies and disasters. Among these are:

1. Develop area-wide plans for the following:
  - a. Assessing the needs of the elderly and homebound elderly.
  - b. Coordination of senior services through the Area Agencies on Aging during natural or man-made disasters.
  - c. Providing information/assistance to their clientele and the public.
  - d. Utilization of senior citizen centers for shelter, mass feeding and rest centers.
  - e. Identification of homebound isolated elderly clients.

To help meet these obligations, to insure business continuity and to meet the needs of older citizens in an emergency, the Idaho Commission on Aging requires that each Area Agency on Aging develop an All-Hazard Disaster Preparedness Plan in cooperation with state and local emergency management officials, voluntary organizations, and service providers.

**Basic Components of an Area-Wide Disaster Plan:**

1. Name, title, and contact information of AAA person responsible for implementation of area's Disaster Plan:

<b>NAME</b>	<b>TITLE/POSITION</b>	<b>TELEPHONE / CELLULAR / EMAIL</b>
Pearl Bruno Bouchard	Director	208-667-3179 pbouchard@aaani.org

2. Names, titles and duties of other AAA staff with Emergency Assignments:

<b>NAME (AAA staff)</b>	<b>TITLE/POSITION</b>	<b>TELEPHONE</b>	<b>EMERGENCY ASSIGNMENT</b>
William Langer	RSVP Manager	208-667-3179	Local Emergency Planning Committee
Jan Young	Ombudsman	208-667-3179	Facilities and assisted living
Jennifer Giesbrecht	Community Services Mgr.	208-667-3179	Assessing needs (a)
Marilyn Anders	Contract Mngr.	208-667-3179	Coordination of services (b) Senior Centers (d)
Betsy Bullard	Options Counselor	208-667-3179	Information and referral, response and recovery (c)
Bobbie Sailor	Assistant Director	208-667-3179	Documentation (throughout) and identification of at-risk elderly (e)

3. Alternate AAA business location if primary office is inaccessible or uninhabitable:

LOCATION NAME AND ADDRESS	TELEPHONE / OTHER CONTACT NUMBERS
Business Office, Lee-Kildow Hall North Idaho College 1100 Garden Way Coeur d'Alene, ID 83814	208-769-3344 <a href="mailto:carol_jones@nic.edu">carol_jones@nic.edu</a> 208-769-3431 (fax)

4. Does the AAA have personal and community disaster preparedness information available for clients, services providers and the general public?

YES  NO

5. Local Emergency coordinators and Red Cross coordinators in EACH county or city with whom the AAA coordinates emergency planning for the needs of older citizens, and will collaborate during an emergency or disaster situation:

NAME	AGENCY NAME AND ADDRESS	TELEPHONE CELLULAR #S	COUNTY/ OTHER JURISDICTION
Bill Langer, Disaster Preparedness Contact	Area Agency on Aging of NI 2120 Lakewood Dr., Ste B Coeur d'Alene, ID 83814	208-667-3179, ext 235 Fax: 208-667-5938 attn: Bill Langer	Office-Area Agency on Aging
Peggy Cedros Service Delivery	American Red Cross of Greater ID, North Idaho Office 411 Haycraft Ave., Suite D2 Coeur d'Alene, ID 83815	1-800-853-2570 Office: ext 103 Peggy: ext 104 Fax: 208-665-9750	Benewah Bonner Boundary Kootenai Shoshone
Norm Suenkel Director	Benewah County Emergency Management 701 College Ave. St. Maries, ID	208-245-4122 Fax: 208-245-8032	Benewah
Bob Howard, Dir. of Emergency Mgmt.	Bonner County Emerg. Management-911/EMS 335 McGhee Rd. Suite 335 Sandpoint, ID 83864	208-265-8867 Fax: 208-255-7077	Bonner
David Kramer, Dir. of Emergency Mgmt.	Boundary Cty. Emerg. Management 144 Stampede Lake Rd Naples, Idaho 83847	208-267-2045 (home/office) Cell 208-255-6073 Fax 267-2045 dkramer@boundary countyid.org	Boundary

Sandy Von Behren, Director	Kootenai County Office of Emerg. Management 5500 N. Gov't Way P.O. Box 9000 Coeur d'Alene, ID 83816	208-446-1775 Fax: 208-446-1780	Kootenai
John Specht Head of Disaster Services	Shoshone County Sheriff's Office 717 Bank St. Wallace, ID 83873	208-556-1114 ext. 206 Fax: 208-753-8851 attn: John Specht	Shoshone

6. Are there clauses included in contracts, grants and agreements with service providers describing and assuring their response during a disaster or emergency?

YES  NO

7. List service providers of major programs (transportation, nutrition, homemaker, etc.) with whom the AAA will coordinate emergency services.

<b>NAME / ADDRESS OF SERVICE PROVIDER</b>	<b>TELEPHONE AND FAX NUMBERS</b>	<b>DISASTER RESPONSE SERVICE BY COUNTY</b>
Fernwood Community Bible Church P.O. Box 279 Fernwood, ID 83830	208-245-6693 fax: 208-245-6693	Senior Centers in Benewah County and Worley Home-bound seniors
Valley Vista Care 820 Elm Street St. Maries, ID 83861	208-245-4576 fax: 208-245-2138	Transportation in Benewah Co.
Sandpoint Area Seniors 820 Main Street Sandpoint, ID 83864	208-263-6860 fax: 208-265-4876	Senior Centers in Bonner Co. Home-bound seniors
North Idaho Community Express 407 South Second Street Sandpoint, ID 83864	208-263-7287 or 208-664-9769 fax: 208-667-6565	Transportation in Bonner Co.
Seniors Hospitality 6635 Lincoln Bonners Ferry, ID 83805	208-267-5553 fax: 208-267-2563	Senior Center in Boundary Co. Home-bound seniors Transportation in Boundary Co
Lake City Senior Center 1916 Lakewood Drive Coeur d'Alene, ID 83814	208-667-4628 fax: 208-667-6695	Senior Center in Coeur d'Alene Home-bound seniors
Post Falls Senior Center 1203 E 3 <sup>rd</sup> Street Post Falls, ID 83877	208-773-9582 fax: 208-773-3629	Senior Center in Post Falls Home-bound seniors
Rathdrum Sr. Citizens, Inc. 802 Montana Rathdrum, ID 83858	208-687-2028 fax: 208-687-2028	Senior Center in Rathdrum Home-bound seniors

Spirit Lake Seniors 214 N 4 <sup>th</sup> Avenue Spirit Lake, ID 83869	208-623-6125 fax: 208-623-6125	Senior Center in Spirit Lake Home-bound seniors
North Idaho Community Express 137 Spruce Avenue Coeur d'Alene, ID 83814	208-664-9769 fax: 208-667-6565	Transportation in Kootenai Co.
Silver Valley Seniors, Inc. 726 E. Mullan Avenue Osburn, ID 83849	208-752-1194 fax: 752-1195	Senior Centers in Shoshone Co. and Rose Lake Home-bound seniors
North Idaho Community Express 137 Spruce Avenue Coeur d'Alene, ID 83814	208-664-9769 fax: 208-667-6565	Transportation Shoshone Co.

8. Does the AAA have a process to identify homebound, frail, disabled, isolated and/or vulnerable clients who may need assistance in the event of a man-made or natural disaster?

YES  NO

Describe the process:

Assistant Director will engage agency information technology to search and print out list of at-risk names and contact information for affected location. Data is now available on a web site making access from any location possible. Contract manager will contact affected providers and fax names and contact information.

9. Does the AAA disaster plan include a process for “call downs” to service providers, nursing homes and residential care facilities, individual case management clients, etc., to check on their preparedness status and welfare in the event of an emergency? *If YES, be sure to list staff member and emergency assignment in # 2.*

YES  NO

10. Does the AAA disaster plan include a process for intake and recording of information about the disaster related needs of older people, providing access to needed services, and follow-up during and beyond the recovery period?

YES  NO

11. Does the AAA disaster plan include a process for staff and service providers to record employee’s time and expenses associated with disaster related activities (necessary to apply for reimbursement in the event of a presidential disaster declaration)?

YES  NO

12. Describe activities the AAA will undertake during the contract period to expand emergency preparedness of the Aging Network within the PSA (i.e. attend LEPC meetings, work with local emergency management officials to advocate for inclusion of older citizens' needs in emergency planning, establish CERT Training in senior centers, make 72-hour kits available for homebound clients, establish "call-down" lists and procedures to be used during emergencies, include emergency preparedness activities in contracts with providers, etc.)

## **Job Duties**

Preface: Assignment of Area Agency on Aging staff, unless otherwise noted (RSVP, I&R, Contract Manager, and Ombudsman), is designed to focus efforts on clients within the service delivery system identified by the Area Agency on Aging through its database known as SAMS.

### Director:

- Responsible for implementation of the AAA disaster plan
- Determine staff involvement/agency commitment based on input from staff liaison (RSVP manager)
- Responsible for communicating to AAA staff the nature and geographic area affected by the disaster
- Identified "go to" person when implementation of any aspect of the plan does not deliver anticipated results
- Identifies and arranges for staff training
- Determines staffing schedule based upon declared disaster

### RSVP Manager/Liaison:

- Represent AAA with local Emergency Management Departments
- Participate and coordinate volunteer services with regional Citizen Corp
- Update AAA management team with current emergency management policies and training opportunities
- Keep RSVP volunteers aware of local/regional volunteer opportunities in emergency services
- Keep local/regional emergency management updated on capabilities of AAA in emergency situations

### Long-term Care Ombudsman:

- Identifies nursing facilities and assisted living homes within the geographic area of disaster
- Monitors bed vacancies in SNF and RALF facilities forwarding information to local designated agency to make placement.
- Develops a tracking sheet in order to follow up with relocated residents.
- Provides training to public on transfer trauma, residents' rights.
- Ensures transfer is implemented in a way that is respectful of the residents and not infringing on their rights.

### Community Services Manager:

- Coordinates with Assistant Director in the identification of homebound isolated elderly clients.
- Works with Case Managers to prioritize clients identified as most at risk.

- Coordinates efforts to contact identified at-risk clients for assessment of needs; works with Case Managers, Senior Centers, other service providers and local/state officials as available.
- Works with Information & Referral Technician on distribution of information to clients during an event and through the recovery phase.

Contract Manager:

- Assist senior centers within the declared area in making their facilities available for shelter, mass feeding, and rest centers.
- Assist senior centers in establishing documentation for recovery of costs incurred such as staff time, food, etc. ↔
- Assist in coordination of AAA providers in transporting seniors and other individuals with mobility problems for meals in a congregate setting or delivery of meals to homes.

Information and Referral Technician:

- Coordinates with Red Cross and other state and local emergency management officials to obtain information relevant to the disaster
- Provides Area Agency on Aging Disaster Preparedness Team with relevant information.
- Assures that older persons have access to and the assistance necessary to obtain needed services and recovery assistance.

Assistant Director:

- Identifies at-risk elderly: Homebound seniors needing meal preparation assistance as identified in the Area 1 Agency on Aging's SAMS database will be considered at-risk.
- Monitors compliance with requirement for storing database on a flash drive two times annually as a Word document. The laptop and flash drive will be kept off-site with other agency backup disks.
- Monitors compliance with requirement for at-risk data to be sorted by county and hard copies printed two times annually; copy will be stored on site in a folder containing the disaster plan.
- Works with emergency management officials to determine what type of expenditures should be tracked, how to best track them, and reporting requirements.

### **Continuity of Operations**

The purpose of "Continuity of Operations" is to address how the Agency will respond in a disaster in the event multiple staff members are unable to meet their normal work schedule.

Essential Elements of AAA Operations are identified in the event the agency needs to narrow the scope of activity.

1. Communications with contractors, clients, and employees.
2. Coordination efforts with emergency and disaster agencies.
3. Fulfillment of Adult Protection response times.

Modification of Face-to-Face Contacts is relevant especially if the event is related to a contagious disease, but may not be limited to that type of event.

1. Communication by telephone and/or internet when possible.
2. Enhance employee's ability to work from home when a disaster occurs in their locality.
3. Link equipment (phones and computers) between work and home.

Method of Communicating with Employees

1. A phone tree will be implemented.
2. The web site will be updated to communicate essential information.
3. When all else fails relay critical information through Idaho Commission on Aging.

Sick Leave Policy

1. Existing sick leave and Family Medical Leave policies will be followed in the event of a disaster.
2. Changes to the sick leave policy can only be approved by the President of North Idaho College.
3. Any suggested changes to leave policy will be presented by the Director.

Moving the Disaster Plan Ahead

1. When needing access to equipment, data, and disaster plan, go to any manager.
2. Always refer to essential duties identified in the beginning of this policy and deliver on those items first.