

## **AREA AGENCY ON AGING I: Updated 4/2016**

### **DISASTER PLAN TO MEET THE NEEDS OF SENIORS IN THE EVENT OF NATURAL OR MAN-MADE DISASTER OR OTHER WIDESPREAD EMERGENCY**

The Idaho Commission on Aging (ICOA) is actively involved in the emergency management planning and operations of the State of Idaho as a supporting agency. The Administrator of ICOA has appointed a staff member as the Emergency Preparedness/Disaster Coordinator, and two other as the alternates. These individuals work with the Idaho Bureau of Homeland Security (BHS), state agencies and the regional Area Agencies on Aging (AAAs) to plan for and respond to the needs of seniors in an emergency event. The State of Idaho's Executive Order No. 2010-09 and the Idaho Emergency Operations Plan assign specific emergency support activities to the ICOA and the AAAs in assisting and in supporting local and state government prior to and during emergencies and disasters.

As the primary agency, BHS notifies the appropriate persons/agencies and activates the Idaho Emergency Operations Plan (IDEOP). The ICOA supports with following functions:

- Assessing the needs of the elderly and homebound elderly including older individuals with access and functional needs.
- Coordinating senior services through the AAAs during natural or man-made disasters.
- Providing information/assistance to their clientele and the public.
- Coordinating senior citizen centers for shelter, mass feeding, and rest centers.
- Identifying homebound/isolated elderly clients.

The Administration for Community Living (ACL) and the Aging Network composed of State and AAAs, 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 ACL 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, and Disaster Relief Reimbursements, which provides for limited resources to fund disaster response services.

Older adults and people with disabilities are frequently overlooked during the disaster planning, response, and recovery process. Emergency management planning integrates older adults and people with disabilities of all ages—and their caregivers—into community emergency planning, response, and recovery. ACL provides the following link

[http://www.acl.gov/Get\\_Help/Preparedness/Index.aspx](http://www.acl.gov/Get_Help/Preparedness/Index.aspx) with best practices to support the needs of older adults and people of all ages with disabilities during an emergency.

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.

To help meet these obligations, to insure business continuity and to meet the needs of older citizens in an emergency, the Area Agency on Aging is required to develop an emergency disaster plan, based on ICOA’s emergency disaster plan.

**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>
Jeffery Hill	Director	208-667-3179 <a href="mailto:jhill@aaani.org">jhill@aaani.org</a>

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>
Ryan Sheppard	Community Services Mgr.	208-667-3179	Local Emergency Planning Committee

Jan Young	Ombudsman	208-667-3179	Facilities and assisted living
Bob Small	RSVP Manager	208-667-3179	Assessing needs (a)
Marilyn Anders	Fiscal/Contract Mngr.	208-667-3179	Coordination of services (b) Senior Centers (d) Documentation (throughout) and identification of at-risk elderly (e)
Mary Jacobsen	Information & Assistance	208-667-3179	Information and referral, response and recovery (c)

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

LOCATION NAME AND ADDRESS	TELEPHONE / OTHER CONTACT NUMBERS
Vice President of Finance and Business Affairs Office, Lee-Kildow Hall North Idaho College 1100 Garden Way Coeur d'Alene, ID 83814	208-769-3344 <a href="mailto:cajones@nic.edu">cajones@nic.edu</a> 208-769-3431 (fax) Chris Martin, VP of Finance and Business Affairs (Contact throught Carol Jones/Above

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/ JURISDICTION	OTHER
Ryan Sheppard, Disaster Preparedness Contact	Area Agency on Aging NI 2120 Lakewood Drive Coeur d'Alene, ID 83814	208-667-3179, ext 230 Fax: 208-667-5938 attn: Ryan Sheppard	Office-Area Agency on Aging	
Jamie Hill, Director	American Red Cross Inland Northwest Chapter 315 W. Nora Spokane, WA 99205	1-800-793-0278 Jamie: ext 220 Fax: 509-326-3336	Benewah Bonner Boundary Kootenai Shoshone	

Norm Suenkel Director	Benewah County Emergency Management 701 College Ave. Ste 3 St. Maries, ID	208-245-4122 Fax: 208-245-8032	Benewah
Bob Howard, Dir. of Emergency Mgmt.	Bonner County Emergency Management-911/EMS 1500 Hwy 2, Ste 101 Sandpoint, ID 83864	208-265-8867 Fax: 208-263-9084	Bonner
David Kramer, Dir. of Emergency Mgmt.	Boundary City Emergency 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 Emergency 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.

NAME / ADDRESS OF SERVICE PROVIDER	TELEPHONE AND FAX NUMBERS	DISASTER RESPONSE SERVICE B COUNTY
Fernwood Community Bible Church P.O. Box 532 Fernwood, ID 83830	208-245-1459 fax: 208-245-1459 e-mail: r_niemier@msn.com	Senior Centers in Benewah County and Worley Home-bound seniors
Valley Vista Care 820 Elm Street St. Maries, ID 83861	208-245-4576 x103 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
City of Dover Selkirk- Pend-Oreille Transit (SPOT)	208-597-7606	Transportation in Bonner Co.
Seniors Hospitality 6635 Lincoln Avenue PO Box 1639 Bonners Ferry, ID 83805	208-267-5553 fax: 208-267-2563	Senior Center in Boundary Co. Home-bound seniors
Lake City 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 1215 E 3 <sup>rd</sup> Avenue PO Box 418 Post Fall, ID 83854 Post Falls, ID 83877	208-773-9582 fax: 208-773-3629	Senior Center in Post Falls Home-bound seniors
Rathdrum Sr. Citizens, Inc. 8037 Montana PO Box 508 Rathdrum, ID 83858	208-687-2028 fax: 208-687-2028	Senior Center in Rathdrum Home-bound seniors
Silver Valley Seniors, Inc. 726 E. Mullan Ave. P.O. Box 887 Osburn, ID 83849	208-752-1194 Fax: 208-752-1195	Senior Meal Program in Silver Valley Home-bound seniors  Updated ERP 10/2015

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:

Fiscal/Contracts Manager 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.)

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### 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 (Community Services 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
- Works with emergency management officials to determine what type of expenditures should be tracked, how to best track them, and reporting requirements.

Community Services Manager/Designee:

- Coordinates with Contract Manager in the identification of homebound isolated elderly clients. Identifies at-risk elderly: Homebound seniors needing meal preparation assistance as identified in the Area I Agency on Aging SAMS database will be considered at-risk.
- Update AAA management team with current emergency management policies and training opportunities
- Represent AAA with local Emergency Management Departments
- Works with Case Workers to prioritize clients identified as most at risk.
- Coordinates efforts to contact identified at-risk clients for assessment of needs; works with Case Workers, Senior Centers, other service providers and local/state officials as available.
- Works with Information & Assistance Technician on distribution of information to clients during an event and through the recovery phase.
- Works with emergency management officials to determine what type of expenditures should be tracked, how to best track them, and reporting requirements.

RSVP Manager/Liaison:

- Participate and coordinate volunteer services with regional Citizen Corp
- 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.

Fiscal/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.

**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.