

ATTACHMENT N

AREA AGENCY ON AGING II

EMERGENCY PREPAREDNESS 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 with best practices to support the needs of older adults and people of all ages with disabilities during an emergency.

Statement of Understanding (SOU) 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 ensure 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, that supports 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:

NAME	TITLE/POSITION	TELEPHONE / EMAIL
Jenny Zorens	AIIAA	208-798-4202/j.zorens@cap4action.org

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

NAME (AAA STAFF)	TITLE / POSITION	TELEPHONE Desk & Cell	EMERGENCY ASSIGNMENT
Lisa Stoddard	Executive Director	208-798-4207	Determine if CAP is operationally sound. Establish initial contact with CAP management staff/employees.
Jenny Zorens	AAA Director	208-972-4202 or 208-791-0691	<p>Convene AAA staff as necessary at a safe, designated location, either at CAP/AAA or the designated alternative location at Disability Action Center, NW, Lewiston. If neither site is safe and inhabitable, the AAA Director will work with the LEPC to determine a safe location.</p> <p>AAA Director will serve as the primary contact between AAA and emergency personnel; secure safe and operational office space as need/s present; assess and monitor staff and staff assignments & readjust responsibilities as need indicates; assure coordination with and regular updates to the ICOA.</p> <p>AAA Director will respond to requests for information and assistance made by the LEPC to the best capacity of the AAA.</p>
Rachelle Haag	I & A Supervisor	208-798-4201 or 208-790-1187	<p>I & A Supervisor will oversee I & A staff tasks and assign task division.</p> <p>I & A will pull a report in the agency database, detailing clients who live in the area;</p> <p>Identify homebound, frail, disabled and/or vulnerable adults based on the Idaho Comprehensive Assessment Tool.</p> <p>AAA staff will manually identify every person in an affected area who is receiving direct services to evaluate their scores and vulnerability given the presenting disaster.</p> <p>Staff will provide Information and Assistance relating to the needs of elders, family caregivers & providers to law enforcement and the LEPC as needed.</p> <p>Staff will perform duties as assigned by AAA Director.</p>
Stephanie Bodden	I & A Specialist	208-798-4201 or 208-305-7502	<p>At the direction of the I&A Supervisor, the I & A Specialist will pull a report in the agency database, detailing clients who live in the area;</p> <p>Identify homebound, frail, disabled and/or vulnerable adults based on the Idaho Comprehensive Assessment Tool.</p> <p>AAA staff will manually identify every person in an affected area who is receiving direct services to</p>

			<p>evaluate their scores and vulnerability given the presenting disaster.</p> <p>Staff will provide Information and Assistance relating to the needs of elders, family caregivers & providers to law enforcement and the LEPC as needed.</p> <p>Staff will perform duties as assigned by AAA Director.</p>
Richard Kremer	Adult Protection Supervisor	208-798-4197 or 208-791-5311	<p>APS staff will be the primary staff to respond to elders and/or vulnerable adults one on one in their own homes to assist and refer to resources as need indicates. Discovery of people with emergency needs will be referred to an onsite emergency worker for assistance.</p> <p>Staff will perform duties as assigned by AAA Director.</p>
Julie Christianson	Contract and Fiscal Specialist	208-798-4200 or 208-791-0015	<p>Staff member will contact AAA contracted provider agencies to determine if in-home service needs are being met and to what degree. For example, are all HMD clients in a designated disaster area with or without meals/food? Are all Homemaker or Respite clients with or without in-home service workers?</p> <p>Staff member will coordinate with provider agencies and/or the LEPC to best assure that needs are met.</p> <p>Staff will perform duties as assigned by AAA Director.</p>
Ruth McQuinn	Ombudsman	208-798-4195 or 208-791-1177	<p>The Ombudsman is the primary contact for LTC facilities in an affected area.</p> <p>Staff will Identify LTC facilities in affected area and work with LTC staff and the LEPC to secure safety and care for residents at another NH, Assisted Living or Hospital, as requested.</p> <p>Staff will perform duties as assigned by AAA Director.</p>

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

LOCATION NAME AND ADDRESS	TELEPHONE / OTHER CONTACT NUMBERS
Disability Action Center, NW—Lewiston 330 5th St, Lewiston, ID 83501	208-746-9033

4. Describe the AAA's process to have personal and community disaster preparedness information available for clients, services providers and the general public:

Proactive planning and education: Information and Assistance staff provide community presentations at senior housing complexes on a regular, monthly basis. The AAA distributes and has available at the AAA at least emergency preparedness guides for older citizens: *The Calm Before the Storm; It Could Happen To Me, and Fire Sense*. These well-developed resources are provided by *The Hartford Financial Services Group, Inc.*

Distribution of information to homebound individuals receiving AAA Services: The AAA will annually partner with in-home provider agencies and senior meal sites to assure access of homebound individuals to emergency preparedness information. Distribution will be coordinated with provider staff and Home Delivered Meal Volunteers.

Annually, the AAA invites an Emergency Preparedness planner to the AAA Advisory Council meeting or hosts an emergency planner at a meal site to provide information, education and to disseminate resources. In the Spring of 2017, for example, the AAA is partnering with the Lewis County Emergency Planner to specifically address Cascadia Rising.

Emergency Care Needs for individual/s requiring Long Term Care: The AAA has coordinated with long term care, LTC, centers to accommodate high risk adults typically living at home with assistance, and, who have had to evacuate in an emergency. In this kind of a situation, the AAA and the LTC center, upon learning of an at-risk adult, made it possible for short term admission and care of the individual until such time that it was safe for her and her caregiver to return home.

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:

AGENCY NAME AND ADDRESS	COUNTY/ OTHER JURISDICTION	CONTACT NAME	PHONE / E-MAIL
Idaho Office of Emergency Management	North-Central Idaho	Robert Feeley	208-272-7470
Nez Perce County Emergency Coordinator	Nez Perce County	Grant DiCianni	208-799-3084
Latah County Emergency Management	Latah County	Mike Neelon	208-883-2265
Lewis County Emergency Management	Lewis County	Bob West	Work: 208-937-2380 Cell: 208-553-1799
Nez Perce Tribe Emergency Manager	Nez Perce Tribe	John Wheaton	Work: 208-621-3760 Cell: 208-790-3619
Clearwater County Emergency Management	Clearwater County	Don Gardner	208-476-4064
Idaho County Disaster Management	Idaho County	Jerry Zumalt	208-983-3074

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

Disaster/Emergency Response

In the event of an emergency or disaster, the Service Provider will have timely contact and collaborate with CAP/AAA on a coordinated response following the CAP/AAA Disaster Plan. In the next contract period, the AAA will develop more detailed contract language during the first year of the Area Plan that specifically addresses emergency provider contact information and client safety and annual emergency disaster preparedness education and information.

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

SERVICE PROVIDER NAME AND ADDRESS	COUNTY/ OTHER JURISDICTION	CONTACT NAME	PHONE / E-MAIL
Alternative Nursing Services, 1029 Main St., Lewiston, ID 83501	Clearwater Co., Idaho Co., Latah Co., Lewis Co., Nez Perce Co. Homemaker / Respite Care	Branden Beier	208-746-3050 beierb@ansidaho.com
Addus 1034 Main Street Lewiston, ID 83501	Clearwater Co., Idaho Co., Latah Co., Lewis Co., Nez Perce Co. Homemaker / Respite Care	Jay Ostvig	208-746-8881 jostvig@addus.com
City of Lewiston Operating in Lewiston Community Center and the Orchards United Methodist Church	Nez Perce County Congregate and Home Delivered Meals	Scot McGee	208-746-6983 seniornutrition@cityoflewiston.org
Clearwater County Senior Citizens 930 Michigan Avenue	Clearwater County Congregate and Home Delivered Meals	Deryl Ketchum	208-476-4238 theridgeman@orofino-id.com
COAST Transportation 210 S Main Street Colfax, WA 98111	Clearwater County, Idaho County Transportation	Craig VanTine	509-397-2935 cvantinecoast@gmail.com
Compassionate Care 150 126 th Street Orofino, ID 83544	Clearwater Co., Idaho Co., Lewis Co., Nez Perce Co. Homemaker / Respite Care	Branden Beier	208-476-6326 beierb@ansidaho.com
Devins Homecare, LLP 221 W Main, #5 83530	Idaho County, Lewis County Homemaker / Respite Care	Eddie Devin	208-983-1237 dhc@mtida.net
Friendly Neighbors Senior Citizens, INC 412 Third St. Moscow, ID 83843	Latah County Congregate and Home Delivered Meals	Bill Terrio	208-822-1562 weterrio@gmail.com
Interlink Volunteers 817 A 6 th St. Clarkston, WA 99403	Nez Perce Co., Latah Co. Volunteer Transportation, Minor Home and Chore Assistance	Deb Snyder	509-751-9143 debsnyder@qwestoffice.net
Kamiah Senior Center 1215 N Maple Street	Lewis County	Mel Tuttle	208-935-0244 melrobin.tuttle@gmail.com

Kamiah, ID 83536	Congregate and Home Delivered Meals		
Kendrick Senior Center 104 s. 6th Street Kendrick, ID 83537	Latah County Congregate and Home Delivered Meals	Lisa Kaschmitter	208-289-5031 myseniormeals@gmail.com
Nezperce Senior Center 501 Cedar Street Nezperce, ID 83543	Lewis County Congregate and Home Delivered Meals	Marjorie McCully	208-937-2465 wc1mc@q.com
Open Arms Home Care, LLC 1141 Webster St. Clarkston, WA 99403	Clearwater Co., Idaho Co., Latah Co., Lewis Co., Nez Perce Co. Homemaker / Respite Care	Michelle Parson	208-791-2386 openarmshc@outlook.com
Potlatch Senior Citizens 645 Pine St. Potlatch, ID 83855	Latah County Congregate and Home Delivered Meals	Vicki Schott	208-875-1071 v.schott@frontier.net
Salmon River Senior Citizens, INC. POB 1285 Riggins, ID 83549	Idaho County Congregate and Home Delivered Meals	Nightfeather Bogan	208-628-4147 nightfeather@frontiernet.net
Salmon River Transit POB 1285 Riggins, ID 83549	Idaho County Transportation	Nightfeather Bogan	208-628-2394 nightfeather@frontiernet.net
Senior Citizens Dollar a Month Club 108 N. State St. Grangeville, ID 83530	Idaho County, Lewis County Congregate and Home Delivered Meals	Dolores Kindall	208-962-3231 srnutrition@mtida.net
Seubert's Quality Home Care 1702 16 th Avenue Lewiston, ID 83501	Clearwater Co., Idaho Co., Latah Co., Lewis Co., Nez Perce Co. Homemaker / Respite Care	Karen McKinley	208-743-1818 sqhclewiston@cableone.net
SMART Transit 1006 Railroad Street Moscow, ID 83843	Latah County Transportation	Daniel Gray	208-883-7747 dgray@smarttransit.com
Sundance Services 710 NW 5 th Street Grangeville, ID 83530	Idaho Co., Lewis Co., Homemaker / Respite Care	Esther Owen	208-983-0041 sundance.eo@gmail.com
Weippe Hilltop Senior Citizens 115 1 st Street West Weippe, ID 83553	Clearwater County Congregate and Home Delivered Meals	Tressa Soles	208-435-4553 tressasoles@yahoo.com

8. Describe the AAA's 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:

The AAA collects certain client data during a client service assessment. The AAA can query the database for clients who receive service in (an affected) disaster zone. In the event of a disaster or perceived disaster, AAA staff can identify clients who live in the area, and, identify homebound, frail, disabled and/or vulnerable adults based on the Idaho Comprehensive Assessment Tool data collected.

In the event of a disaster, the AAA will attempt to contact all consumers receiving AAA services. The AAA does not have the capability to track consumers reliant on durable medical equipment, oxygen and/or drugs.

Staff will provide Information and Assistance relating to the needs of elders, family caregivers & providers to law enforcement and the LEPC as needed, based on the collected data in a client assessment.

9. Provide 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:

A call down is a series of telephone calls from one person to the next used to relay specific information. An established and exercised call down protocol will be used during emergency situations to deliver urgent information to and for communication among members and staff. Please defer to the AAA staff call down procedure in #2 above, which indicates the name, title and duties of Community Action Partnership/Area Agency on Aging.

10. Describe the AAA’s 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.

The capability and extent of assistance that the AAA can provide, in case of a disaster or emergency, is very limited. The AAA is primarily of greatest assistance in disaster relief, assistance and follow-up services to older adults and family caregivers. The AAA recognizes that the first 24 hours of a disaster or emergency are key to accessing relief and assistance. In case of a disaster or emergency the following information should be recorded on any known victims:

- Name
- Home address
- Telephone number, if working
- Known health conditions
- Next of kin and telephone number
- Nature of need
- Location of individual if not at home

The AAA understands that the above information should be relayed to local emergency personnel as quickly as possible. The AAA Director and the Administrator of the Idaho Commission on Aging should be made aware of all efforts accomplished by the AAA and local emergency personnel as soon as possible.

It is imperative any contracted nutrition providers who provide commodities or meals during a disaster or emergency, maintain accurate records of what was provided to

whom, when, and under what circumstances and at whose direction. The AAA understand that these services are reimbursable by the federal government if properly authorized and that good records to make a claim are required. The AAA involved must be able to indicate how many older persons receiving AAA services are known to be residing in a given area and submit this information onto the Idaho Commission on Aging.

11. Describe the AAA’s process for staff and service providers to record employee’s time and expenses associated with disaster related activities (see example below: necessary to apply for reimbursement in the event of a presidential disaster declaration):

Authorized Peron's Name: _____

Date	Time Worked	Emergency Purchases Made	Purpose of Purchase	Costs of Emergency Purchase	Personnel Miles Driven	Store Purchase made and Location	Receipt Required	Instructions & information	Instructions Came From

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.)

The AAA will attend Local Emergency Management Meetings and offer Emergency Preparedness education in congregate settings, as well as to elders, homebound elders and family caregivers.
 The AAA will update our call down roster annually.
 AAA will require in contract in the next contract renewal, that all senior meal sites in the PSA, identify person who wish to become CERT trained.
 AAA will work with the LEPC to assist senior centers to develop a call down procedure.