

AREA AGENCY ON AGING, PSA II

DISASTER AND 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 and title AAA person responsible for implementation of area’s Disaster Plan:

NAME	TITLE/POSITION
Kristin Schmidt	AAA & CS Director

2. Names and titles of other AAA staff:

NAME (AAA STAFF)	TITLE/POSITION
Todd Holcomb	Contract & Compliance Manager
Mona Jack	Adult Protection Supervisor
Alyssa Hallman	Adult Protection Specialist, Contract & Compliance
Eric Blinn	Adult Protection Specialist
Kathy Burton	Information & Assistance
TBH	Education Specialist
Carrie Watkins	Billing Specialist
Harriet Pea	Ombudsman

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

LOCATION NAME AND ADDRESS	TELEPHONE / OTHER CONTACT NUMBERS
CAP Food Bank Warehouse 124 New 6 th Street Lewiston, ID 83501	208.746.3351, Food Bank phone number 208.791.3632, Director Kristin Schmidt cell

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

Yes, this information can be found on our website and in our office. AAA staff also provide personal and community disaster preparedness information over the phone, by email and by mail. The information provided to clients, service providers and the general public may come from a variety of sources including:

- The Federal Emergency Management Agency
- Centers for Disease Control and Prevention
- Red Cross
- ready.gov website
- Idaho Office of Emergency Management
- <https://acl.gov/emergencypreparedness>

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:

6.

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	Bryant Wolfe	208-799-3084
Lewis County Emergency Management	Lewis County	Greg Johnson	208-937-2661
Nez Perce Tribe Emergency Manager	Nez Perce Tribe	John Wheaton	W: 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
North Central Idaho Public Health District	NC Idaho	Emergency services coordinator	Nez Perce County: 208-799-3100 Latah County: 208-882-7506 Clearwater County: 208-476-7850 Idaho County: 208-983-2842

			Lewis County: 208-935-2124
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7. Included clauses in contracts, grants and agreements with service providers describing and assuring their response during a disaster or emergency.

The Area Agency on Aging contracts with our service providers include the following clause:

Emergencies/Disaster: The Service Provider agrees that it shall, to the reasonable best of its ability, perform such activities and services, as requested, prior, during and after any declared emergency or disaster, with local, state and federal emergency response agencies, relief organizations, local, state and federal governments, and any other institutions (including local emergency preparedness committees and the AAA) that have responsibility for disaster relief service delivery.

8. 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	New Dir. tba	208-746-8881 jostvig@addus.com
City of Lewiston Operating in Lewiston Community Center	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	Deryl Ketchum	208-476-4238 theridgeman@orofino-id.com

Orofino, ID 83544	Congregate and Home Delivered Meals		
COAST Transportation 210 S Main Street Colfax, WA 98111	Clearwater Co., Idaho Co., 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
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	Mark Havens	509-751-9143 Director@interlink.org
Kamiah Senior Center 1215 N Maple Street Kamiah, ID 83536	Lewis County Congregate and Home Delivered Meals	Brenda Johnson	208-935-0244
Kendrick Senior Center 104 s. 6th Street Kendrick, ID 83537	Latah County Congregate and Home Delivered Meals	Jerry Galloway	208-289-5031 myseniormeals@gmail.com
Nezperce Senior Center 501 Cedar Street Nezperce, ID 83543	Lewis County Congregate and Home Delivered Meals	Mary Ann Hess	208-937-2465 wc1mc@q.com
Potlatch Senior Citizens 645 Pine St. Potlatch, ID 83855	Latah County Congregate and Home Delivered Meals	Bonnie	208-875-1071
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 Co., Lewis Co., Congregate and Home Delivered Meals	Dolores Kindall	208-962-3231 srnutrition@mtida.net
SMART Transit 1006 Railroad Street Moscow, ID 83843	Latah County Transportation	Tara LeGresley	208-883-7747 Tara@r2transit.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
Lewiston, CAP 124 New 6 th St. Lewiston, ID 83501	Nez Perce County	Gail Lombardi	208.746.3351 info@cap4action.org
Orofino, CAP 320 Michigan Ave Room 303 Orofino, ID 83544	Clearwater County	Tami Plank	208.476.4949
Grangeville, CAP 158 East Main Steet Grangeville, ID 83530	Idaho County	Shelly Bentley	208.983.0437
Moscow, CAP 428 West 3 rd St. #4 Moscow, Idaho 83501	Latah County	Courtney Kimberling	208.8823535
Kamiah, CAP 615 4 th St. Kamiah, ID 83536	Lewis County	Deanna Staples	208.935.2412

9. 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, this information is maintained on the statewide Management information system (MIS). All recipients of Home Delivered Meals, Homemaker, Chore, Respite and Case Management Services have addresses and/or directions to their home accessed through the statewide MIS database (GetCare). The database has client demographics and emergency contact information to determine the status of the individual that there may be a concern about.

Another resource our AAA has available to identify frail, disabled and/or vulnerable clients is the HHS emPOWER Map 2.0. This internet-based tool helps to further identify specifics about Medicare beneficiaries in our area. The HHS emPOWER Map 2.0 features the monthly total of Medicare beneficiaries with electricity-dependent equipment claims at the U.S. state, territory, county, and zip code level to identify the areas and populations that may be impacted and at risk for prolonged power outages. The AAA will likely receive information from this internet-based tool from personnel of the local incident command system. AAA staff will then be able to provide further assistance to homebound, frail, disabled, isolated and/or vulnerable adults as directed by these local emergency officials.

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 the AAA's can provide, in case of a disaster or emergency are limited. Primary to the mission is disaster relief and assistance. 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 kind and telephone number
- Nature of need
- Location of individual if not at home

This information should be relayed to Idaho Office of Emergency Management (IOEM) if rescue is required. The AAA Director and ICOA should be made aware of all efforts accomplished by IOEM.

The AAA will be prepared to pass on information to the Idaho Commission on Aging about the approximate number of older persons that might be residing in a given area. It is vitally important that any contracted nutrition providers who provide commodities or meals during a disaster or emergency, keep extensive and accurate records of what was provided to whom, when, and under what circumstances and at whose direction. These services are reimbursable by the federal government if properly authorized but require good records in order to make a claim.

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):

AAA staff and service providers must maintain accurate records during an emergency event, including time worked, emergency purchases made, and personal miles driven for work purposes, as well as instructions and information that the individual engaged in. These documents will be required for monetary reimbursement and payroll. These records will be invaluable after the event to improve the AAA emergency preparedness plan. AAA utilizes the example below for the documentation that is necessary to apply for reimbursement in the event of a presidential disaster declaration. Copies of this form will be available at the front desk at the agency and an electronic copy will be available on the AAA shared drive.

AAA Employee Emergency/Disaster Record								
Authorized Person's Name:								
Date	Time Worked	Emergency Purchases Made	Purpose of Purchase	Costs of Emergency Purchase	Personnel Miles Driven	Store Purchase made and Location	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.)

AAA staff will work with local emergency management officials, particularly the regional Idaho Healthcare Coalition and the Local Emergency Planning Committee's (LEPC) in our area, to advocate for inclusion of older citizens' needs in emergency planning. The AAA will cultivate strategic partnerships with entities that have expertise in service to aging and/or adult populations with disabilities. These partnerships might include local chapters of the Voluntary Organizations Active in Disasters (VOAD), the regional Idaho Healthcare Coalition and Local Emergency Planning Committee's (LEPC). The AAA service providers contracts or agreements will continue to include clauses that describe and assure their response during a disaster or emergency.

AREA AGENCY ON AGING RESPONSIBILITIES IN THE EVENT OF AN EMERGENCY OR DISASTER

- Develop and maintain Continuity of Operations Plan (COOP) to (a) address how the agency will provide essential services to citizens during response and recovery, and (b) return the agency to normal operations
- Agencies will notify the IOEM of any significant event, incident, emergency or disaster, impacting the ability of government to provide public services within the State of Idaho
- Provide resource and logistical support (i.e. personnel, equipment, materials, supplies, etc.) to the IDEOC as requested, within the scope, laws, and policies that govern their organizations

The primary goal of our agency during an emergency is to maintain a continuity of service at a minimum level for older adult and family caregivers in our area. Highest consideration will be placed on senior nutrition and information and assistance which are an essential part of response and recovery. Efforts will be made to identify and map vulnerable populations.

AAAll recognizes that the responsibility for coordinating emergency preparedness rests with the Idaho Office of Emergency Management (IOEM) through public health officials and local elected officials. As an Area Agency on Aging however, we are responsible to ensure the needs of older adults are considered and addressed in time of natural and man-made disasters. AAAll first priority after a disaster is to ensure that services to our consumers and contract agencies continue or are restored as soon as possible. AAAll staff will assess the status of provider staff and clients, facilities and needs as soon as possible after a disaster in an effort to provide them with needed assistance to continue operations. After addressing the needs of AAAll consumers and programs, AAAll staff may assist local emergency operations with specific emphasis on older adults and family caregivers.

Evacuation/Non-Evacuation

Evacuation

There are many types of natural and human-caused emergencies that could occur while we are at work. When an emergency arises, we will be notified through official channels.

Evacuation of facility in the event of:

- Flood
- Fire
- Chemical Spills (inside the building)
- Earthquake (non-high rise building)
- Bomb (threat or explosion)
- Violence
- Bio-Terrorism

Evacuation Procedure:

- As time allows, shut your door, before you leave the building
- Exit the building in a calm manner through one of the main doors of the building (doors at the east or west side of the building)
- Staff must reassemble at the predetermined location (southeast end of parking lot) to verify everyone is safely out of the building

No Evacuation of facility in the event of:

- Weather
- Chemical Spills (outside)
- Civil Disorder

The Idaho Emergency Operations Plan indicates Area Agencies on Aging will assist during an emergency in the following ways:

Mass Care (Idaho Emergency Support Function)

- Inform local emergency officials and Idaho Commission on Aging of the needs of the elderly and homebound elderly
- Coordinate senior services with contracted providers
- Provide disaster related information /assistance to consumers
- Assist with coordination for the utilization of senior citizen centers for shelter, mass feeding, and rest centers

Pandemic Influenza

- Disseminate informational and action-required messages received by the, local public health officials, Idaho Commission on Aging and/or Idaho Office of Emergency Management
- Provide assistance in coordinating with senior centers for mass vaccination operations (i.e., facilities, staffing) as listed under Mass Care.

Flooding

- Provide support as requested and coordinated by local public health officials, Idaho Commission on Aging and/or Idaho Office of Emergency Management. The level of involvement will vary based on the disaster

Earthquake

- Provide support as requested and coordinated by local public health officials, Idaho Commission on Aging and/or Idaho Office of Emergency Management. The level of involvement will vary based on the disaster

Severe Weather

- Provide support as requested and coordinated by local public health officials, Idaho Commission on Aging and/or Idaho Office of Emergency Management. The level of involvement will vary based on the disaster

Nuclear/Radiological Incident

- Provide support as requested and coordinated by local public health officials, Idaho Commission on Aging and/or Idaho Office of Emergency Management. The level of involvement will vary based on the disaster

Cybersecurity Incident

- Provide support as requested and coordinated by local public health officials, Idaho Commission on Aging and/or Idaho Office of Emergency Management. The level of involvement will vary based on the disaster

Terrorism

- Provide support as requested and coordinated by local public health officials, Idaho Commission on Aging and/or Idaho Office of Emergency Management. The level of involvement will vary based on the disaster

Should a disaster or state of emergency exist in our area, the following individuals will be responsible for actions indicated. (Director) has been assigned as the Emergency Coordinator. In his absence, (2nd in line) has been assigned alternate.

AREA AGENCY ON AGING FISCAL OPERATIONS:

Payments to (AAAs) contracted providers for on-going operations and services. In order to ensure funds are made available so AAAs have the ability to serve vulnerable seniors during any emergency event (whether the event affects their region of the state or ours), ICOA

must be able to receive federal funds and make payments to the AAAs. Transfers of funds from the federal agencies to the state, and from the state to payees are largely done electronically.

RECORD KEEPING

AAA staff must maintain accurate records during an emergency event, including time worked, emergency purchases made, personal miles driven for work purposes, as well as noteworthy benchmark activities, instructions and information. These documents will be required for monetary reimbursement and payroll, and be invaluable after the event in order to improve emergency preparedness plans.

Vitals

The capability and extent of assistance the AAA's are able to provide, in case of a disaster or emergency are limited. Primary to the mission is disaster relief and assistance. 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

This information should be relayed to IOEM if rescue is required. The AAA Director and Region X should be made aware of all efforts accomplished by the ICOA and IOEM. It is imperative any meal site who provides commodities or meals during a disaster or emergency, keep extensive and accurate records of what was provided to whom, when, and under what circumstances and at whose direction. These services are reimbursable by the federal government if properly authorized but require good records in order to make a claim. The (AAA) must be able to indicate how many older persons might be residing in a given area. This information is to be provided to ICOA by the AAA involved immediately after a disaster. Region X is required to contact the ICOA to obtain and forward this information to the federal government.

Alternate Business Office Location

Should a disaster or emergency occur that renders the (AAA) offices inaccessible or uninhabitable, business will be temporarily conducted from another Community Action office in a separate

county. The main office number can be forwarded by staff from any location at any time so we may contact our regular number used during normal business hours.

LOCATION NAME AND ADDRESS	TELEPHONE / OTHER CONTACT NUMBERS
10 CAP Offices in total, another office will be used as the place of business until work may be conducted again in the regular business office.	208.746.3351

Alternate work model

- (AAA) staff may have the option of telecommuting, when appropriate.