

EMERGENCY/DISASTER PLAN

June 2010



**South Central Alabama
Development Commission
Area Agency on Aging**

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I. Introduction

A. Background

The South Central Alabama Development Commission (SCADC) is designated as an Area Agency on Aging (AAA). This agency is responsible for the planning, coordination and grant management of a variety of social services for older persons in Bullock, Butler, Crenshaw, Lowndes, Macon, and Pike Counties. (**Appendix A**).

In the event of a major disaster, as defined by Emergency Management Agencies (EMAs), the AAA will be able to respond with its resources and respond to requests for assistance from local EMAs (**Appendix C**) and local governments (**Appendix D**).

B. Plan Rationale

The rationale for the provision of this assistance has two basic components:

1. To combine the resources of local aging programs with those services traditionally being utilized for short and long term restoration and rehabilitation of disaster victims, regardless of age.
2. To provide a viable advocate for older disaster victims who are often reluctant to seek help in the post disaster period.

C. Plan Format

II. Resources

A. Basic List

The primary resources and services available for disaster use are as follows:

- (1) Staff, both paid and volunteer personnel (**Appendix E and I**), experienced in working with older adults and dealing with complicated administrative procedures.
- (2) Portable meals that may be served in a variety of settings.
- (3) Transportation in each county through the use of 15 passenger vans and commuter buses operated by paid personnel.

B. Current Use and Disaster Adaptability

- (1) AAA Network Staff:

- (a) AAA staff includes the following positions: AAA Director, Nutrition Program Coordinator, Case Managers, Lead Community Ombudsman, Senior Resource Center Coordinator, Alabama Cares Coordinator, SenioRx Coordinator and Aging Services Coordinator. Other support staff includes the SCADC Executive Director and Fiscal Officer. In the event of a disaster, the staff will be obligated to address the needs in any disaster situation. In addition, the Disaster Relief Coordinator will attend EMA debriefings.
- (b) Eighteen (18) senior centers (**Appendix G**) are established throughout the planning and service area. Congregate and Home Delivered Meals, Transportation, Nutrition Education, Exercise and Recreational activities are available at most centers. Senior Center Managers have received training in responding to disaster situations. In the event of a disaster, paid and volunteer staff will be available to assist. Following a disaster, the EMA may set up a Disaster Recovery Center. The Disaster Relief Coordinator will contact the AAA Director. Senior Center Managers and AAA personnel, in coordination with the EMA, shall be available to assist persons as they seek help. In this process, AAA personnel will have the responsibility to assist older victims.

Senior center staff capabilities include Outreach Services, Transportation Services for older individuals to the Disaster Recovery Center, assisting in completing forms, serving meals and other administrative duties.

(2) Portable Meals

Presently, 880 hot meals (536 Congregate and 344 Home Delivered Meals) are being served daily in the six county area.

Operations for meal preparation are conducted under a statewide contract. Delivery begins each day about 3:00 a.m. from the Montgomery and Dothan Commissaries (**Appendix F**). Meals “provided to each participating older individual must include 331/3 of the dietary reference intakes as established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Sciences.” These meals are normally hot meals however, cold, frozen and shelf stable meals are also available.

Meals are prepared in bulk and loaded into specially equipped trucks to support the insulated carriers that contain large covered transport pans of food. Eating utensils are stored at the Centers.

In the event of a disaster, these portable meals will be available to disaster victims. The meals will be dispersed at the discretion of the disaster agency. Meals can be served to victims and rescue workers. If service takes place at the site of a disaster and electricity is not available, hot meals must be served

immediately after they are removed from the trucks. Disaster sites without electricity can also be provided with cold meals or shelf stable meals if previously requested from the food vendor.

Meals may be served at senior centers which may also be used as temporary shelters (**Appendix G**). Meals may also be served at Disaster Recovery Centers. Arrangements for Home Delivered Meals can be made on a limited basis.

Meals are readily available on a Monday through Friday basis. In the event of a holiday or weekend, meal availability will be at the discretion of the food vendor.

(3) Transportation

Buses available for use to transport older adults in the planning and service area are shown in **Appendix H**.

Normal use of vehicles occurs during normal business hours. Transportation to and from senior centers, shopping areas, doctors offices and social service agencies are provided to older individuals. All vehicles are owned by local governments and operated by paid personnel.

In the event of a disaster, vehicles and drivers will be available to support relief efforts.

III. Plan for Deployment in Times of Disaster

A. Pre-Disaster Period:

Where circumstances prior to a disaster or emergency situation permit, all personnel who will be involved in this deployment will be alerted, vehicles will be checked for readiness, and area senior centers will be checked for supplies. The food vendor will be contacted and asked to review in house procedures for possible deployment of the disaster plan.

B. Disaster Plan Implementation:

After being contacted by the EMA following a disaster, the AAA Director will make the appropriate contacts with aging program personnel to deploy their resources. The Alabama Department of Senior Services (ADSS) will be immediately contacted and informed of the disaster situation and the action being taken by the AAA. Depending on the resources requested, the Disaster Relief Coordinator and the AAA Director will begin contacting and assigning service personnel and vehicles.

C. Meals:

EMA will contact the AAA to request meals. The AAA Director will contact the Nutrition Program Coordinator for assistance with the meals information. The following information will be needed to order meals:

- Number of meals needed
- Exact location of meal deliveries
- If eating utensils will be needed
- Estimated number of days that meals will be needed
- Type of meals (hot, cold, frozen or shelf stable)

The Nutrition Program Coordinator will relay this information to the food vendor (**Appendix F**). The Nutrition Program Coordinator will then inform appropriate Senior Center Managers from which meals are being diverted whether volunteers are needed for meal service and whether utensils need to be moved from senior centers to disaster locations.

D. Transportation

The AAA, using Title III funds with local match funds from grantees, has 15 passenger vans and commuter buses available for use by older individuals in the planning and service area. These vehicles (**Appendix H**) may be utilized to meet the demands of older disaster victims.

E. Procedures for SCADC-AAA Service Deployment

(1) Identifying the Adequacy of Services

The AAA Director and the Disaster Relief Coordinator will utilize the AAA staff to determine the need and availability of meals, vehicles, and workers to be deployed to the disaster area and work in coordination with various agencies.

(2) Notification of Plan of Action to ADSS

Upon deployment of the disaster plan, the AAA Director or the Disaster Relief Coordinator will contact ADSS (**Appendix B**) to report the status of the disaster plan deployment, the approximate length of time the plan will remain in effect and to what degree it will affect the agency's general operations.

(3) Impact on Resources

Because food service is provided under a statewide contract that furnishes equipment to maintain appropriate hot and cold temperatures, the SCADC-

AAA Director or the Disaster Relief Coordinator will designate appropriate staff to inventory furnished equipment upon delivery at designated disaster areas and inventory again before being returned to the food service vendor.

Vehicles used in case of disaster in the devastated area will be inventoried in the same manner as the food service equipment. Upon checking vehicles in and out of the disaster area, the designated staff will report findings to the AAA Director or the Disaster Relief Coordinator.

(4) AAA Access to Unobligated Funds

During the disaster situation, the AAA Director may request from the AAA Fiscal Officer the disbursement of unobligated funds to address the need for additional resources. The AAA will request in writing any funds needed to carry out the directions of the disaster plan. The AAA Fiscal Officer will document the use of such funds and be responsible for requesting reimbursement from ADSS. The Fiscal Officer and the AAA Director will assist local grantees in submitting supplemental reimbursement requests as a result of a disaster situation.

(5) Provision of Supportive Services

The AAA, under service contract, will provide Legal Assistance to older victims of a disaster. Case Managers will be available to offer Case Management Services for older victims following a disaster. Case Managers will be responsible for coordinating resources for individuals (i.e. homebound, frail, institutionalized, and others) needing special services. Case Managers will coordinate with DHRs, hospitals, and other agencies to provide comprehensive Case Management Services.

Supportive Services available at senior centers can be adapted for use in times of a disaster if a senior center is designated as a Disaster Recovery Center. These services include Outreach, Transportation, Information and Assistance and Recreation.

(6) Addressing the Needs of Homebound Older Individuals

The AAA staff, with assistance of local aging program personnel and EMA personnel, will make a comprehensive assessment of the needs of the homebound elderly in the disaster area. Processing information from the above mentioned agencies, the AAA will provide Outreach, Information and Assistance, and other services to the homebound older individuals as needed.

IV. AAA Staff Disaster Responsibilities

AAA Director and Disaster Relief Coordinator

- A. Pre-Disaster Period
 - 1. Maintain copy of AAA Disaster Plan- work and home
 - 2. Update telephone numbers in AAA Disaster Plan
 - 3. Review Disaster Plan with food vendor (with assistance from the Nutrition Coordinator)
 - 4. Secure Memorandums of Understanding for cooperation in the event of a disaster with:
 - a. Emergency Management Agencies (EMA)
 - b. Departments of Human Resources (DHR)
 - c. American Red Cross
 - d. Mental Health Centers (MHC)
 - e. Other appropriate organizations
 - 5. Schedule and attend disaster trainings with:
 - a. SCADC-AAA staff
 - b. Senior Center staff
 - c. Volunteers
 - 6. Weather Warning
 - a. Review AAA Disaster Plan
 - b. Contact local program staff to determine their preparedness
- B. Disaster/Recovery Period
 - 1. Monitor media reports
 - 2. Contact AAA staff and assign immediate tasks
 - 3. Receive report from local program staff
 - a. Geographical scope of disaster
 - b. Status of resources
 - (1) Senior Centers and alternates
 - (2) Meal distribution capabilities
 - (3) Transportation capabilities
 - (4) Manpower capabilities
 - c. Needs of older individual population
 - (1) Medical emergency
 - (2) Transportation emergency
 - (3) Mental health emergency
 - d. Need for disaster information centers
 - 4. Review meal distribution priorities
 - a. Confirm disaster victims
 - b. Frail/disabled elderly
 - c. Relief workers
 - d. General public
 - 5. Contact food vendor on status of resources

- a. Meal capabilities
- b. Delivery capabilities
- 6. Receive request from EMA or DHR for meals
 - a. Number of meals
 - b. Location of meal delivery
 - c. Estimated number of days meals will be needed
 - d. Type of meals (hot, cold, frozen or shelf stable)
- 7. Receive request from EMA or DHR for other resources
 - a. Transportation
 - b. Shelter
- 8. Contact SCADC Executive Director
 - a. Status of situation
 - b. Intent
 - c. Employee congregation site (SCADC or alternate)
- 9. Nutrition Program Coordinator to divert meals or order additional meals from food vendor
- 10. Have AAA staff notify local program staff for deployment of requested resources
 - a. Inform Senior Centers Managers of any meal diversions or non-deliveries
 - b. Inform volunteers if needed for meal service
 - c. Request eating utensils if needed from senior center
- 11. Utilize unallocated Title III funds
 - a. Request in writing from ADSS
 - b. Document all expenditures
- 12. Contact ADSS representative
 - a. Status of situation
 - b. Intent
 - c. Employee congregation site
- 13. Contact AAA staff
 - a. Status of situation
 - b. Employee congregation site
- 14. Move to employee congregation site
- 15. Determine staff assignments and assign to AAA staff
 - a. Begin record keeping
 - (1) Time worked
 - (2) Disaster victims assisted
 - (3) Needs and actions
 - (4) Amount of time used to assist
 - b. Assign staff to work at DRCs
 - (1) Elder Law Counsel
 - (2) Case Managers
 - (3) Other staff
- C. End of recovery period
 - 1. Attend FEMA debriefings
 - 2. Final report of AAA response
 - a. Compiled report from Disaster Relief Coordinator and AAA staff

3. Send report to ADSS

Nutrition Program Coordinator

- A. Pre-Disaster Period
 1. Maintain copy of SCADC Disaster Plan- work and home
 2. Update telephone numbers in SCADC Disaster Plan
 3. Attend disaster meetings as directed by the AAA Director
 4. Weather Warning
 - a. Review SCADC Disaster Plan
 - b. Receive call from AAA Director
- B. Disaster/Recovery Period
 1. Receive instructions on immediate tasks to be carried out from AAA Director and whether to report to SCADC or alternate location
 2. Begin record keeping
 - a. Time worked
 - b. Activity narrative
 3. Contact food vendor
 - a. Number of meals needed
 - b. Location of meals delivery
 - c. Estimated number of days/meals needed
 - d. Type of meals needed (hot, cold, frozen or shelf stable)
 4. Contact local program staff to deploy requested resources
 - a. Inform Senior Centers of any meal diversions or non-deliveries
 - b. Inform Volunteers if needed for meal service
 - c. Request eating utensils if needed from Senior Center
 5. Maintain record of emergency meal diversion or ordering
 6. Carry out other duties as assigned by the AAA Director
- C. End of recovery period
 1. Inform food vendor when normal procedures are to resume
 2. Give final written report to AAA Director of disaster relief efforts

Medicaid Waiver Case Managers

- A. Pre-Disaster Period
 - 1. Maintain copy of SCADC Disaster Plan- work and home
 - 2. Maintain copy of Medicaid Waiver clients' emergency contacts- work and home
 - 3. Update telephone numbers in SCADC Disaster Plan
 - 4. Attend disaster meetings as directed by the AAA Director
 - 5. Weather Warning
 - a. Review SCADC Disaster Plan
 - b. Receive call from AAA Director
- B. Disaster/Recovery Period
 - 1. Receive instructions on immediate tasks to be carried out from AAA Director and whether to report to SCADC or alternate location
 - 2. Begin record keeping
 - a. Time worked
 - b. Clients assisted
 - c. Needs and actions
 - 3. Assess emergency needs of Medicaid Waiver clients and other homebound seniors
 - a. Telephone contacts
 - b. Field visits
 - 4. Assess probable effectiveness of local program staff to respond to the needs of clients
 - 5. Report to AAA Director and make recommendations necessary to provide service
 - 6. Carry out other duties as assigned by the AAA Director
- C. End of recovery period
 - 1. Notify clients of end of emergency service
 - 2. Give final written report to AAA Director of disaster relief efforts

Lead Community Ombudsman

- A. Pre-Disaster Period
 - 1. Maintain copy of SCADC Disaster Plan- work and home
 - 2. Maintain copy of Nursing Facilities and Assisted Living Facilities emergency contacts- work and home (**Appendix J**)
 - 3. Update telephone numbers in SCADC Disaster Plan
 - 4. Attend disaster meetings as directed by the AAA Director
 - 5. Weather Warning
 - a. Review SCADC Disaster Plan
 - b. Receive call from AAA Director
- B. Disaster/Recovery Period
 - 1. Receive instructions on immediate tasks to be carried out from AAA Director and whether to report to SCADC or alternate location
 - 2. Begin record keeping
 - a. Time worked
 - b. Clients assisted
 - c. Needs and actions
 - 3. Assess emergency needs of long-term care facility residents
 - a. Contact long-term care facilities
 - b. Visit long-term care facilities
 - 4. Obtain list of long-term care facility residents and family member's telephone numbers
 - 5. Obtain list of where residents were moved
 - 6. Call family members
 - a. Inform them of the new location of their family members
 - b. Encourage them to visit family member daily for a week to alleviate transfer trauma
 - 7. Carry out other duties as assigned by the AAA Director
- C. End of recovery period
 - 1. Compile information while maintaining confidentiality
 - 2. Give final written report to AAA Director of disaster relief efforts

Alabama Cares Coordinator

- A. Pre-Disaster Period
 - 1. Maintain copy of SCADC Disaster Plan- work and home
 - 2. Update telephone numbers in SCADC Disaster Plan
 - 3. Attend disaster meetings as directed by the AAA Director
 - 4. Weather Warning
 - a. Review SCADC Disaster Plan
 - b. Receive call from AAA Director
- B. Disaster/Recovery Period
 - 1. Receive instructions on immediate tasks to be carried out from AAA Director and whether to report to SCADC or alternate location
 - 2. Begin record keeping
 - a. Time worked
 - b. Clients assisted
 - 3. Carry out other duties as assigned by the AAA Director
- C. End of recovery period
 - 1. Give final written report to AAA Director of disaster relief efforts

SenioRx Coordinator

- A. Pre-Disaster Period
 - 1. Maintain copy of SCADC Disaster Plan- work and home
 - 2. Update telephone numbers in SCADC Disaster Plan
 - 3. Attend disaster meetings as directed by the AAA Director
 - 4. Weather Warning
 - a. Review SCADC Disaster Plan
 - b. Receive call from AAA Director
- B. Disaster/Recovery Period
 - 1. Receive instructions on immediate tasks to be carried out from AAA Director and whether to report to SCADC or alternate location
 - 2. Begin record keeping
 - a. Time worked
 - b. Clients assisted
 - 3. Carry out other duties as assigned by the AAA Director
- C. End of recovery period
 - 1. Give final written report to AAA Director of disaster relief efforts

SCSEP Coordinator

- A. Pre-Disaster Period
 - 1. Maintain copy of SCADC Disaster Plan- work and home
 - 2. Update telephone numbers in SCADC Disaster Plan
 - 3. Attend disaster meetings as directed by the AAA Director
 - 4. Weather Warning
 - a. Review SCADC Disaster Plan
 - b. Receive call from AAA Director
- B. Disaster/Recovery Period
 - 1. Receive instructions on immediate tasks to be carried out from AAA Director and whether to report to SCADC or alternate location
 - 2. Begin record keeping
 - a. Time worked
 - b. Clients assisted
 - 3. Carry out other duties as assigned by the AAA Director
- C. End of recovery period
 - 1. Give final written report to AAA Director of disaster relief efforts

Aging Services Coordinator

- A. Pre-Disaster Period
 - 1. Maintain copy of SCADC Disaster Plan- work and home
 - 2. Update telephone numbers in SCADC Disaster Plan
 - 3. Attend disaster meetings as directed by the AAA Director
 - 4. Weather Warning
 - a. Review SCADC Disaster Plan
 - b. Receive call from AAA Director
- B. Disaster/Recovery Period
 - 1. Receive instructions on immediate tasks to be carried out from AAA Director and whether to report to SCADC or alternate location
 - 2. Begin record keeping
 - a. Time worked
 - b. Clients assisted
 - 3. Carry out other duties as assigned by the AAA Director
- C. End of recovery period
 - 1. Give final written report to AAA Director of disaster relief efforts

V. SCADC-AAA Staff Disaster Responsibilities

