

## **EMERGENCY PREPAREDNESS**

This document represents a plan of activities the Area Agency on Aging 1-B (AAA 1-B) will implement to ensure that staff and aging network providers are prepared and able to respond appropriately to the needs of homebound adults in emergency situations. The AAA 1-B plan follows the universally accepted “all hazards” approach to emergency preparedness and response planning which includes four elements: 1) Communication; 2) Preparedness; 3) Training/Education; and 4) Information Management.

In an effort to ensure that homebound adults throughout the 1-B Region receive information, are able to shelter-in, or be evacuated in the event of an emergency, the AAA 1-B has developed a plan to address emergency preparedness and emergency response protocols.

Since 1999, the AAA 1-B has worked with contractors and Direct Service Purchase (DSP) vendors to coordinate with local Emergency Operation Centers (EOCs), and be prepared to respond to the needs of homebound adults in the event of an emergency.

Emergency situations include incidents resulting from severe inclement weather, natural disasters, hazardous materials spills, and other occurrences that may require sheltering-in (staying at home) or evacuation of individuals, particularly homebound adults.

There are 18 EOCs in Region 1-B. Larger counties have more than one EOC located in various local communities. Most colleges and universities also have their own EOC. (See **Attachment A** for a listing of city/county EOCs in Region 1-B. See **Attachment R** for a listing of Red Cross facilities in Region 1-B.)

The AAA 1-B staff, contracted providers, and DSP vendors have an important role to play in the implementation of emergency preparedness and response. The AAA 1-B plan is comprised of two sections: I) Emergency Preparedness; and II) Emergency Response.

### **I. EMERGENCY PREPAREDNESS**

#### **A. Preparing the Homebound Adult**

Priority will be given to preparing adults who are homebound and currently receiving home and community based services through the AAA 1-B Community Support Services (CSS) Department and the Home Delivered Meal programs. Activities to ensure all homebound adults served by the AAA 1-B contracted providers or Direct Service Purchase (DSP) vendors and others residing in Region 1-B are prepared for an emergency are included in this section.

1. Community Support Services (CSS) Participants:

a. Individual Emergency Preparedness Plans:

Supports Coordinators will develop an Individual Emergency Preparedness Plan (IEPP) (Attachment B) for each participant enrolled in a CSS program using the electronic assessment instrument. This information will be reviewed and updated as necessary. A copy of the IEPP will be given to the participant and the family (as appropriate), and to each service provider. The IEPP shall be retained in each participant's electronic file. Each CSS Clinical Manager shall also retain emergency contact information for participants in their region. This information will be updated quarterly.

b. Prioritization of Program Participants (Evacuation Preparedness):

Development of the IEPP offers an opportunity to prioritize the AAA 1-B program participants based on their ability to respond in an emergency. A prioritized list of the participants will be generated for each county and distributed to local/county Emergency coordinators quarterly.

c. Emergency Preparedness Information:

Supports Coordinators will distribute emergency preparedness information, 72-Hour Emergency Kit, to the AAA 1-B program participants describing the importance of preparedness supplies. Maintaining a three day supply of essentials would include items such as: a landline phone, gasoline for generators or automobiles, containers to fill with water, and a protocol to follow when the power goes out (i.e., unplugging appliances). Copies of the 72-Hour Emergency Kit are available in English (Attachment C), Arabic, Russian, and Spanish at [www.aaa1b.com/publications/emergency-preparedness](http://www.aaa1b.com/publications/emergency-preparedness).

d. In-Home Services:

Home care agencies and other DSP vendors play an important role in providing vital services to needy homebound adults. Without these services, CSS program participants could find themselves in life threatening situations. The AAA 1-B minimum standards for DSP vendors (Operating and Service Standards Manual) require the development of a plan for serving CSS participants in the event of a weather related emergency. Minimally, the plan will include: 1) a system for contacting participants to cancel and reschedule services; 2) verifying the participant's health and safety status in the event they cannot deliver service; 3) calling 911 in the event a participant is in distress; and 4) notifying the AAA 1-B CSS Supports Coordinator immediately of such a

situation. Participants identified as Priority 1 cannot be left without essential services; these participants have individual back-up plans that the provider agencies have copies of. These back-up plans must be activated whenever services cannot be provided to Priority 1 participants.

## 2. Home Delivered Meals (HDM) Participants:

### a. Emergency Food/Water:

Nutrition providers shall ensure that all HDM participants maintain, in the home, a minimum of six (6) shelf stable meals that require no preparation, and a small water supply. After an emergency, the meals and water supply shall be restocked within the next 72-hour period after the disaster is declared over.

*Note: Emergency shelf stable meals are reimbursable under Title III-C. Under the MI Choice Medicaid Waiver, meals are reimbursable when a participant is receiving less than two meals per day (14 meals per week) and is authorized by the AAA 1-B Care Manager.*

### b. Boiled Water Alerts:

Nutrition providers shall work with the AAA 1-B to identify participants who may be impacted by boiled water alerts. Nutrition providers shall identify any HDM participants residing in the affected area and ensure that bottled water is delivered (if needed). This system was developed in the early 1990s and continues to operate through the state of Michigan. This water is reimbursable under Title III-C for HDM participants who also receive meals.

### c. Emergency Preparedness Information:

Nutrition providers shall ensure that all HDM participants receive the 72-Hour Emergency Kit fact sheet. Copies of the 72-Hour Emergency Kit are available in English (**Attachment C**), Arabic, Russian, and Spanish at [www.aaa1b.com/publications/emergency-preparedness](http://www.aaa1b.com/publications/emergency-preparedness).

## 3. Other Homebound Adults:

### a. Resource Advocacy Participants:

The AAA 1-B Resource Advocates shall ensure that Resource Advocacy participants receive the 72-Hour Emergency Kit fact sheet annually (as appropriate). Copies of the

72-Hour Emergency Kit are available in English (Attachment C), Arabic, Russian, and Spanish at [www.aaa1b.com/publications/emergency-preparedness](http://www.aaa1b.com/publications/emergency-preparedness).

b. Chore/Home Injury Control Participants:

The AAA 1-B Chore providers shall ensure that Chore participants receive the 72-Hour Emergency Kit fact sheet annually (as appropriate). Copies of the 72-Hour Emergency Kit are available in English (Attachment C), Arabic, Russian, and Spanish at [www.aaa1b.com/publications/emergency-preparedness](http://www.aaa1b.com/publications/emergency-preparedness).

c. Senior Centers:

The AAA 1-B shall regularly distribute the 72-Hour Emergency Kit fact sheet to Senior Centers and encourage the centers to post and distribute the information to members and coordinate with the congregate program. Copies of the 72-Hour Emergency Kit are available in English (Attachment C), Arabic, Russian, and Spanish at [www.aaa1b.com/publications/emergency-preparedness](http://www.aaa1b.com/publications/emergency-preparedness).

The AAA 1-B Network Development Department shall send monthly communications to senior centers that include Do 1 Thing information. Do 1 Thing is a 12-month emergency program that encourages individuals and families to focus on one preparedness topic per month. The AAA 1-B report on Do 1 Thing is included in Attachment O, as well as the Do 1 Thing brochure. Additional information can be found at [www.do1thing.us](http://www.do1thing.us).

d. General Public of Homebound Adults:

The AAA 1-B Communications Department shall coordinate with local media to ensure that information about emergency preparedness is provided to the general public of homebound adults on a regular basis (at least annually). This may include an annual article in the AAA 1-B newsletter, posting of emergency preparedness information on the website, or other activities as determined by the AAA 1-B Director of Communications.

## **B. Preparing the Service Provider Network**

Priority shall be placed on preparing the aging network and service providers that maintain contracts and DSP bid agreements with the AAA 1-B. The AAA 1-B shall work to ensure that emergency preparedness information is widely available throughout the aging network, post the AAA 1-B emergency plan and 72 Hour Emergency Preparedness Kit fact sheet on the website, and periodically train and solicit input from providers on emergency preparedness and response activities.

### **1. Nutrition Providers**

#### **a. Communication with EOCs:**

The AAA 1-B nutrition providers are required by the Michigan Office of Services to the Aging (OSA) to maintain quarterly contact with local/county EOCs and provide them with the name, address, city, and telephone number of persons on the Home Delivered Meal (HDM) routes. This is done by faxing or electronically sending the required information and ensuring participant confidentiality protocol is used.

#### **b. Emergency Plans:**

Nutrition providers must maintain an emergency plan that contains the following components, at a minimum: 1) an emergency contact; 2) telephone tree system used to contact HDM participants, inform them of emergencies or other situations which make delivery of the meal impossible, instruct them to eat the shelf stable meal, and inquire as to their health status; 3) volunteers (i.e., RSVP) that can assist in implementing the telephone tree; 4) assistance for clients identified as having inadequate food and water supplies; and 5) formal contact with the AAA 1-B in cases where home delivered meals cannot be delivered and in cases where congregate sites are closed per established protocol (See Attachment D for AAA 1-B Emergency Conditions Reporting Form).

#### **c. Emergency Volunteers:**

Nutrition providers are encouraged to develop relationships with four-wheel drive clubs, snowmobile clubs, or fire departments that can deliver meals in an emergency situation.

Nutrition providers are required to maintain volunteers or other persons to act as back-up staff in the event of a disaster where nutrition staff are victims of the disaster. Nutrition providers are to identify staff or volunteers at congregate nutrition sites who can be called upon in the event of an emergency to prepare meals for persons who may be displaced due to the emergency, or to open the building for use as a shelter when necessary. This

may require making arrangements with the owners of the buildings where the nutrition site is located.

d. Emergency Contact Information:

The AAA 1-B shall maintain emergency contact information for all nutrition contractors (see Attachment E). The AAA 1-B shall provide nutrition contractors with emergency contact information for all the AAA 1-B emergency management staff and local EOCs.

2. Chore/Home Injury Control Providers

a. Emergency Plans:

The AAA 1-B requires Chore and Home Injury Control providers to have written plans to provide services that may be required during short-term disasters. These may include, but are not limited to: 1) emergency snow removal; 2) small tree limb removal; 3) minor home repairs; 4) other assistance requested by the EOC; or 5) formal contact with the AAA 1-B in cases where AAA 1-B participants are immediately affected (See Attachment D for AAA 1-B Emergency Conditions Reporting Form).

b. Emergency Contact Information:

The AAA 1-B maintains emergency contact information for Chore/Home Injury Control providers in the event this assistance is needed. (See Attachment F)

3. Resource Advocacy Providers

a. Emergency Plans:

The AAA 1-B requires Resource Advocacy providers to have written plans to be implemented in the event that outreach services are needed, following an emergency, which include formal contact with the AAA 1-B in cases where AAA 1-B participants are immediately affected (See Attachment D for AAA 1-B Emergency Conditions Reporting Form). Resource Advocates may be called upon following an emergency to assist with efforts to provide friendly reassurance and outreach to homebound adults residing in the community or in congregate housing.

b. Emergency Contact Information:

The AAA 1-B maintains emergency contact information for all Resource Advocates in the event this assistance is needed. (See Attachment G)

#### 4. Other Contracted Providers

##### a. Emergency Plans:

All the AAA 1-B contracted social services are required to have written emergency management procedures to be implemented in the event of an emergency. The procedures may include: 1) coordination with the local EOC; 2) coordination with the AAA 1-B for the protection of program participants; 3) a provision to contact participants and notify them of cancellation or rescheduling of service; 4) verification that participants have emergency resources and/or assistance if necessary; 5) referrals to the local police for assistance, if necessary; 6) formal contact with the AAA 1-B in cases where AAA 1-B participants are immediately affected (See Attachment D for AAA 1-B Emergency Conditions Reporting Form). (See Attachment H for Personal Care and Private Duty Nursing Providers Contact Information)

#### 5. Direct Service Purchase (DSP) Vendors

##### a. Emergency Plans:

The AAA 1-B minimum standards for DSP vendors (Operating and Service Standards Manual) require development of a plan for serving CSS program participants in the event of an emergency. Minimally, the plan will include:

- i. a system for contacting program participants to cancel and reschedule services;
- ii. verifying the participant's health and safety status in the event they cannot deliver service;
- iii. verifying if the participant's emergency plan (developed with the AAA 1-B Supports Coordinator) should be activated;
- iv. calling 911, or the local police, if it is determined that the participant is in jeopardy;
- v. instructing workers to report any change in a participant's condition or any environmental or other emergency to their supervisor promptly; and
- vi. instructing supervisors (or workers) to contact the AAA 1-B CSS Supports Coordinator immediately to report any change in a participant's condition or any environmental or other emergency or crisis.

In addition, the Supports Coordinator will annually provide a copy of the participant's Individual Emergency Preparedness Plan to the vendor. Participants identified as Priority 1 cannot be left without essential services; these participants have individual back-up plans that the provider agencies have copies of. These back-up plans must be activated **whenever** services

cannot be provided to Priority 1 participants. (See **Attachment I** for DSP Vendors Contact Information)

### **C. Relations With County/Local EOCs**

The AAA 1-B and various aging network providers shall be in communication and work with their local EOC to provide assistance or share information about vulnerable elderly or persons with disabilities as described in the Direct Service Purchase Operating & Standards Manual. The AAA 1-B is responsible for coordination with the state EOC through the Michigan Office of Services to the Aging.

#### **1. AAA 1-B Coordination with Local/County EOC**

##### **a. Network Resources:**

Selected AAA 1-B Emergency Coordinator staff will establish relationships with county/local EOCs throughout the 1-B Region. General information about aging network and other resources will be shared with local Emergency Coordinators at least once per year.

##### **b. Participant Information:**

A prioritized list (which includes name, address, city, and telephone number) of participants that is organized by zip code will be generated by CSS Program Assistants quarterly (last week of the month, following the end of the quarter), per established procedures for the external report in the Emergency Reporting Instructions (**Attachment J**). CSS Program Assistants will share this report with local/county EOCs by fax or secure electronic transmission. (See **Attachment K** for list of AAA 1-B Program Participants by 1-B County)

##### **c. Prioritization of Participants:**

The AAA 1-B has developed a system to prioritize participants in the event an evacuation emergency occurs. Local/county EOCs and the AAA 1-B staff will use this prioritized list.

The following is a list of the AAA 1-B participant priorities for use in emergencies:

- i. CSS program participants who absolutely cannot go without services. They may or may not live alone, but will have special needs. Special needs are defined as cognitive deficiency, mobility impaired, and mechanical equipment needs (i.e., ventilator, oxygen, dialysis, and IV medications).
- ii. CSS program participants who live alone with no special needs.



- iii. CSS program participants who live with a caregiver and have special needs. Special needs are defined as cognitive deficiency, mobility impaired, and mechanical equipment needs (i.e., ventilator, oxygen, dialysis, and IV medications).
- iv. CSS program participants who live with a caregiver with no special needs.
- v. All other AAA 1-B program participants.

## **D. AAA 1-B Emergency Preparedness Activities**

### **1. AAA 1-B Emergency Coordinators**

The AAA 1-B Emergency Coordinators are identified below in contact order:

- a. Director of Operations (or Chief Executive Officer)
- b. Nutrition Contracts Manager
- c. Director of Community Support Services (includes CSS Clinical Managers for Emergency Response)
- d. Director of Communications
- e. Program Manager/Evidence Based Program Specialist

(See **Attachment L** for emergency contact information)

Each AAA 1-B Emergency Coordinator shall maintain, at all times, a hard copy of the AAA 1-B Emergency Preparedness Manual.

### **2. Other AAA 1-B Staff Roles**

#### **a. Program Assistants:**

The Program Assistants (PAs) shall ensure that current information about the AAA 1-B CSS program participants is sent to the EOC quarterly by fax or secure electronic transmission, per established procedures. There should be a designated back-up person to perform this function.

#### **b. Emergency Coordinators and Clinical Managers:**

The Emergency Coordinators and Clinical Managers shall maintain the most current Internal Emergency Report at all times in electronic format. If the report is maintained in paper format, the paper copy must be maintained per HIPAA regulations as outlined in the AAA 1-B HIPAA Manual. The report shall be used in the event of an emergency. At the time of an emergency, it may be necessary to use the list to provide additional information to the local EOC, or to follow up or respond to the needs of participants or caregivers. The report shall be treated with confidentiality at all times while in the possession of the Emergency coordinators and Clinical Managers. Report copies from prior quarters shall be deleted or shredded upon receipt of the most current report. The information will be updated quarterly.

The AAA 1-B Emergency Coordinators will coordinate directly with Clinical Managers in the event of an emergency.

c. Supports Coordinators:

Supports Coordinators (SCs) shall work with their supervisors in the event of an emergency. SCs may also be deployed to assist in the event of a local emergency (e.g. building fire) or in the event that sheltering-in or evacuation of homebound adults becomes necessary. Supports Coordinators may also be asked to provide telephone reassurance.

d. Network Development Staff:

The AAA 1-B Nutrition, Contract, and Direct Service Purchase Managers shall assist as needed and will maintain communication and monitoring of service providers to ensure that emergency procedures are in place and followed in the event of an emergency.

e. Other Staff:

In the event of an emergency, all AAA 1-B staff may be asked to assist by providing help at warming/cooling shelters, delivery of food/water, friendly reassurance to program participants and/or friendly visiting to homebound adults that reside in congregate housing. This will be determined based on need and nature of the emergency. The AAA 1-B Emergency Coordinators and the Chief Executive Officer will coordinate this activity. (See **Attachment M** for AAA 1-B Staff Roster)

3. AAA 1-B Office Equipment

Each AAA 1-B office shall have on hand: 1) flashlights; 2) weather radio; 3) battery operated radio; and 4) landline phone (see phones located at each access center below).

<b>Liv/Wash</b>	<b>Macomb</b>	<b>Monroe</b>	<b>Oakland</b>
734-213-6712	Program Asst 586-226-1322	734-240-3135	248-948-9691
	Supervisor 586-226-0407		248-948-7121
	Fax 586-226-0408		248-746-9978
			248-948-0797 <i>(no phone attached)</i>

#### 4. Training

##### a. AAA 1-B Staff:

- The AAA 1-B will attend training and/or maintain contact with EOCs a minimum of two times per year.
- The AAA 1-B will update CSS Clinical Managers on participant emergency preparedness activities annually.
- CSS Clinical Managers will review participant emergency preparedness with Supports Coordinators annually.
- The AAA 1-B shall distribute the information on maintaining a three day emergency supply for emergency preparedness to all staff and CSS program participants on a regular basis.
- The AAA 1-B maintains procedures in its Employee Manual to inform employees of fire, tornado, or other emergency procedures. These shall be renewed annually.
- The AAA 1-B will solicit input on emergency preparedness planning and response from staff on an annual basis.

##### b. Contractors:

The AAA 1-B will work with service providers to improve emergency preparedness and response protocols. This shall include annual communication with contractors.

#### 5. Review/Revise Plans

The AAA 1-B shall periodically recommend or identify additional emergency preparedness informational materials that may assist program participants or other homebound adults, such as: 1) what to do when the power goes out; 2) how to stay cool in hot weather; and 3) how to avoid slips/falls in the winter. Additional safety materials will be developed and distributed periodically based on identified needs.

The AAA 1-B will work with staff and service providers to solicit input on the emergency preparedness plan and emergency preparedness informational materials that should be developed. The AAA 1-B will review the Emergency Preparedness Plan with service providers, both contract and DSP, on a regular basis and make adjustments as needed.

## **II. EMERGENCY RESPONSE INTRODUCTION**

The AAA 1-B emergency response plan shall become active when directly contacted by a local/county/state EOC. In some cases, the county EOC may notify the AAA 1-B in advance of an emergency (e.g., an impending ice storm). In this situation, AAA 1-B staff will have time to contact program participants/caregivers, as well as service providers, to prepare them for the emergency. In some cases, the county or state EOC will contact the AAA 1-B following an emergency and request assistance. The AAA 1-B and service providers will respond after First Responders, who are generally police and fire personnel, have assessed the situation and communicated the course of action through the EOC. This is known as the “Recovery Phase”. The AAA 1-B and service providers will generally respond and assist during the Recovery Phase.

Primary communication with the local/county/state EOC shall rest with the AAA 1-B Emergency Coordinators, in the order listed: 1) Director of Operations; 2) Chief Executive Officer (if Director of Ops unavailable); 3) Nutrition Contracts Manager; 4) Director of Community Support Services; 5) Director of Communications; and 6) Program Manager/Evidence Based Program Specialist.

The AAA 1-B is formally part of the state EOC, and the state EOC will maintain regular contact with the AAA 1-B during a statewide or local emergency.

The AAA 1-B staff shall work with the local/county EOC and aging provider representatives within the EOC during and following an emergency.

The AAA 1-B Emergency Coordinators shall contact other agency staff, contractors, vendors and any other providers as needed and described in the procedures.

In the event the AAA 1-B is unsure of the nature of the emergency, we may deploy office staff to their own homes as soon as safely possible, and then recall staff when emergency response is required and requested.

### **A. AAA 1-B Emergency Operations**

#### **1. General Communication**

In most cases, communication with the EOC shall occur through the Southfield office. If the emergency occurs on the weekend, or during non-business hours, the AAA 1-B Emergency Coordinators will be contacted by the state or county EOC on cellular or private home phone.

In Monroe County, where the Fermi Nuclear Power Plant is located, the local AAA 1-B Clinical Manager will be the primary contact with the EOC. The AAA 1-B Emergency Coordinators based in Southfield will coordinate with the Monroe County Clinical Manager in the event an emergency occurs in Monroe County. (See Attachment P for Monroe County Emergency Procedures.)

2. Closing the Offices

Procedures have been established to close the offices in the event of an emergency. These procedures include:

3. Severe Weather (AAA 1-B Employee Manual - Revised: 1/1/06)

If severe weather conditions develop outside of regular working hours, the CEO will decide if the office should close. In the event of an office closure, the CEO or a designee will leave the appropriate message on the office closure line by 6:30 a.m. All staff are responsible for checking this line before reporting to the office whenever severe weather is forecasted. To access the office closure line call (248) 262-1288. Should phone service be down at the Southfield office, all staff will be contacted via phone as soon as possible. If severe weather develops during the day, the CEO will make early closing decisions. Department directors or supervisors will notify community-based staff and staff who are out of the office in the event of an early closure due to severe weather. Home visits, assessments, and other appointments should not be conducted during an office closure.

4. Close to Business (CTB) Policy

On occasion, the Area Agency on Aging 1-B (AAA 1-B) will close to business (CTB) for an event of importance to the AAA 1-B (e.g., AAA 1-B staff development) on a day or portion of a day otherwise normally slated for business.

The Michigan Office of Services to the Aging (OSA) requires that the AAA 1-B is available to callers who perceive that they have an urgent need during these events. Scheduled holidays and office closure due to weather emergencies are not included as CTB days.

On a day that the AAA 1-B has a planned CTB event, the AAA 1-B telephone system will be programmed to permit a caller with an urgent issue to speak with the organization's answering service who can contact an AAA 1-B staff person and have her/his urgent issue addressed to the best ability of the AAA 1-B. The AAA 1-B system will:

- a. Give the caller the option to speak to the answering service.

- b. Instruct the caller to “hang up” and dial 9-1-1 for a medical emergency.
- c. Provide a voice mailbox that will be checked at regular and specific intervals. This may require that an AAA 1-B staff person leaves the CTB event in order to be situated to receive calls.

#### Procedure

- a. The AAA 1-B CEO will approve a CTB event and notify staff.
- b. The Director of Operations will notify AAA 1-B’s OSA field representative of the CTB event.
- c. The Director of Communications will prepare a message to be heard by callers during the CTB event.
- d. On every half-hour, the CTB Responder will call the AAA 1-B CTB voice mailbox for any messages requiring a response.
- e. The CTB Responder will respond to any urgent voice mailbox message immediately or save non-urgent messages for follow up on the next business day.

#### 5. Operating Remotely

If the AAA 1-B Southfield office is not able to operate due to the nature of the emergency, the AAA 1-B Emergency Coordinators shall operate remotely from their homes or set up an emergency office at one of the AAA 1-B Access Centers. The AAA 1-B Technology Disaster Recovery/Business Continuity Plan (Attachment V) specifies how work can be accomplished, given a full spectrum of circumstances.

#### 6. Communication

Emergency Coordinators shall use cellular or landline telephones in the event of a power outage or a situation where the traditional phone system is inoperable. However, in some emergency situations cellular and landline telephones may also be inoperable. In this case, coordination with the Red Cross and the EOC may also be needed as they can establish CB radio communication with other emergency management agencies.

If telephone (landline or other) and cellular communication is not possible, the AAA 1-B Emergency Coordinators shall work with local police and EOC officials to physically contact the appropriate AAA 1-B staff and notify them to report to the designated EOC or the AAA 1-B office. This may require driving to the local EOC or police department and requesting their assistance to locate staff.

Liv/Wash	Macomb	Monroe	Oakland
734-213-6712	Cheryl Collins 586-226-1322	734-241-3135	248-948-9691
	Barb Lavery 586-226-0407		248-948-7121
	Fax 586-226-0408		248-746-9978
			248-948-0797 <i>(doesn't have a phone attached)</i>

## 7. Opening the Offices

Following an office closure, the Emergency Coordinators or other staff shall, as soon as possible, reactivate the office to provide the following priority services:

- Information and Assistance for homebound adults/service providers/EOC requests
- Friendly reassurance to CSS participants
- Assistance to EOCs, shelters, or other affected areas
- Access to participant information (via Harmony or NAPIS)

## 2. **Communication with Local Media**

The Emergency Coordinators will contact the Director of Communications or Communications Manager to provide up-to-date information on the following:

- Locations of emergency shelters for homebound adults in each county impacted
- Phone number(s) for homebound adults to call for further assistance such as transportation to a shelter, need for water supplies and other necessary items
- Other information that may be required

The Director of Communications or Communications Manager will contact local radio and television stations with this information and updates as required. The Director of Communications and Communications Manager maintains a current listing of radio and television contact information that is accessible during emergencies, as indicated below.

## 3. **Public Notification Systems**

If an outdoor warning siren activates, it means everyone should go indoors and immediately tune into one of the local Emergency Alert System (EAS) outlets for official information. There are three main reasons for siren activation:



1. Severe weather has been detected such as a tornado or a severe thunderstorm;
2. There is a hazardous material accident; and/or
3. An important announcement about homeland security has been issued.

Local EAS Broadcasters:

1. WEMU 89.1 FM
2. WWWW 102.9 FM
3. WQKL 107.1 FM
4. WAAM 1600 AM
5. Comcast Cable

## **D. Role of AAA 1-B Emergency Coordinators**

### **1. Responding to the Crisis**

The AAA 1-B Emergency Coordinators shall respond to the emergency as follows:

- a. Notify other AAA 1-B Emergency Coordinators of the activation.
- b. Determine a 12-hour schedule of Emergency Coordinator and staff that will actively manage the emergency throughout the duration.
- c. Contact all the AAA 1-B service providers who may be impacted by the emergency (i.e., nutrition providers).
- d. Notify the AAA 1-B participants/caregivers who may be impacted by the emergency (if possible).
- e. Respond and document EOC requests for:
  - i. Information: On local and community-based services and resources, with state and local EOC staff.
  - ii. Food: Work with nutrition providers to ensure all CSS and HDM participants have food. Coordinate efforts for other communities or individuals who may be in need of food. Nutrition providers maintain approximately six (6) days of food on their kitchen shelves at all times which could be used to assist others who need food in the event of an emergency.
  - iii. Water: Work with nutrition providers and resource advocates to ensure all CSS and HDM participants have water. Coordinate efforts for other communities or individuals who may be in need of water. The local/county EOC is a good resource to obtain donated bottled water.
  - iv. Volunteers: Deploy AAA 1-B staff, Resource Advocates, Chore providers, or others (depending on the needs) to obtain volunteers as needed.
  - v. Friendly Reassurance: Deploy AAA 1-B staff, Resource Advocates, or others to check on vulnerable elderly. This includes CSS participants or other elderly residing in congregate housing. (See Attachment N for list of Senior Congregate Housing) Elderly will be assisted by providing food/water, offering information,

contacting caregivers, calling 911, and directing to local hospitals or shelters for further assistance.

- vi. Other: During an emergency, a variety of requests may come through. This may include contacting other agencies in the network for assistance. Utilize the resources in the Emergency Coordinator Manual to address the emergencies as they arise.

## 2. Evacuation Emergencies & Recovery Plan

In the event evacuation becomes necessary, the AAA 1-B Emergency Coordinators will assist the local/county/state EOC by:

- Ensuring that at least one AAA 1-B staff person maintains contact (in person or via phone) with local, county or state EOCs.
- Responding to requests for volunteers by state or local EOC.
- Coordinating the AAA 1-B volunteers and service providers to assist, as needed.
- Identifying resources for EOC and other service providers (i.e., food, volunteers, staffing).
- Providing the names of local veterinarians (if any) who have agreed to care for the pets of an elderly person in the event of an evacuation emergency.

When participants are released to return to their homes, the AAA 1-B staff will follow the directions of the EOC regarding the process and timelines. Staff will notify providers that participants have returned home and services are to be resumed. Staff will be available to contact participants by phone to offer friendly reassurance, and to authorize service from alternate providers, should the primary provider be unable to resume care immediately.

## **E. Provider Notification and Reimbursement**

### **1. Reporting Emergencies to AAA 1-B**

All contractors and vendors must notify the AAA 1-B in the event of an emergency closure or discontinuance of service by calling (800) 852-7795. *(Note: For Direct Service Purchase vendors, direct communication with the AAA 1-B Supports Coordinator is also required per protocols in the DSP Operating and Service Standards Manual, unless circumstances are catastrophic and this is not possible.)*

Resource Specialists will gather as much information as possible on the Emergency Conditions Reporting Form and forward the form to the appropriate contract or DSP manager for further follow up with the agency. Resource Specialists will also notify Community Support Services Department and MMAP Manager by email.

### **2. Reimbursement for Emergencies**

During an emergency, service providers and agency staff must be empowered to provide assistance as required or requested. Whenever possible, contractors should make every attempt to ensure that Title III procedures are followed as closely as possible (e.g., obtaining signatures for meals). Costs incurred during an emergency for the assistance of homebound adults will be reimbursed with Title III funds or Medicaid (Medicaid Waiver) funds.

The AAA 1-B will coordinate with the local/county EOC and the Michigan Office of Services to the Aging to secure other state or federal (Federal Emergency Management Act-FEMA) disaster dollars that are available in cases where the Governor or federal government declares a disaster.

## **ATTACHMENTS**

- Attachment A Emergency Operating Centers
- Attachment B Individual Emergency Preparedness Plan (IEPP)
- Attachment C 72-Hour Emergency Kit
- Attachment D AAA 1-B Emergency Conditions Reporting Form and Emergency Reporting Intake Procedure
- Attachment E Nutrition Provider Contact Information
- Attachment F Chore/Home Injury Control Provider Contact Information
- Attachment G Resource Advocacy Provider Contact Information
- Attachment H Personal Care and Private Duty Nursing Providers Contact Information
- Attachment I DSP Vendor Contact Information
- Attachment J Emergency Reporting Instructions
- Attachment K AAA 1-B Program Participants by 1-B County
- Attachment L AAA 1-B Emergency Coordinators Contact Information
- Attachment M AAA 1-B Staff Roster
- Attachment N Senior Congregate Housing
- Attachment O Do 1 Thing - Emergency Preparedness Ad Hoc 2007
- Attachment P Monroe County Emergency Preparedness
- Attachment Q Crisis Communication Management Plan
- Attachment R Red Cross Centers
- Attachment S Seasonal Emergencies & H1N1 Activities
- Attachment T Michigan Office of Services to the Aging Staff Phone List
- Attachment U 24/7 DSP Vendors
- Attachment V Technology Disaster Recovery/Business Continuity Plan