

Area Agency on Aging Disaster/Emergency Plan

Section 3: Area Plan Disaster Preparedness

Each Area Agency on Aging (AAA) will develop and maintain a comprehensive Disaster/Emergency Plan. This Disaster/Emergency plan will explain how the agency will prepare for, respond to, and recover from a disaster or emergency within the area agency's planning and service area (PSA). The AAA will identify what hazards (Natural and/or man-made) which are most likely to impact normal business operation. The AAA will specify staff roles and responsibilities in a disaster and/or emergency and will specify preparedness efforts with the elderly in the PSA. The AAA will specify the level of communication and collaboration with the local disaster and emergency responders.

1. Standard Operation Procedure (SOP):

(1-2 page which details activities that will take place in the event of a disaster or emergency)

- a. Who is in charge (Primary, Secondary)?
- b. Staff Communication/Telephone Tree
 - i. Staff notification of disaster or emergency and guidance
- c. What are the specific roles of the agency staff and each staff members' responsibilities
- d. External Communications:
 - i. Who will notify first responders?
 - ii. Who will notify GOEA? When?
 - iii. Who will notify vendors/providers?

II. Comprehensive Emergency Plan

- a. Outline of the potential hazards (natural and/or man made) in the PSA
- b. Details of how the AAA will prepare for, respond to and recover from a disaster and/or emergency
 - i. This will include pre and post service delivery (emergency meals, education and awareness) to the clients, staff, service providers and community.
 - ii. AAA must detail how the agency plans to protect vital records, documents and database systems (SAMS)
 - iii. AAA must detail the plan for resiliency. AAA should state an alternate work location, identify essential staff and vendors/providers who may be activated during a disaster or emergency for the continuation of services to the elderly.
- c. Detail of the collaboration efforts of the agency with local emergency responders, FEMA, tribal organizations, Long Term Response Committees (Unmet Needs) and other relief organizations and GOEA.

III. Agency Contact and Communication Tree

(Should include primary, secondary phone numbers and e-mail)

- a. Area Agency Staff
- b. Providers/Vendors
- c. Alternate Providers (Emergency Vendors)
- d. Emergency Responders

IV. Succession Plan

V. GOEA Status Report

GOEA Status report is due to the GOEA Disaster Coordinator within 24 hours of a disaster or emergency. This report must include, but is not limited to the following:

- a. Type/Scope and location of the disaster and/or emergency
- b. Number of Seniors impacted (How many are injured, fatalities, sheltered in place, evacuated)
- c. Services currently provided (number of meals and services)
- d. Damages to agency facilities
- e. Damages to the homes (flooding, debris, fire, etc) of the seniors
- f. Need to relocate service facilities/administration
- g. Service delivery impact (re-establishment of services)