



# **Emergency/Disaster Manual**

Includes

**COMPREHENSIVE EMERGENCY MANAGEMENT  
PLAN**

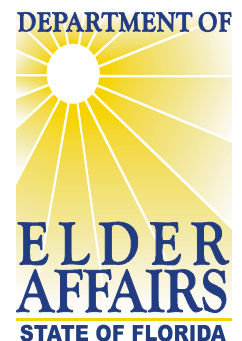
**&**

**CONTINUITY OF OPERATIONS PLAN**

*for  
PSA 4*

Baker  
Clay  
Duval  
Flagler  
Nassau  
St. Johns  
Volusia

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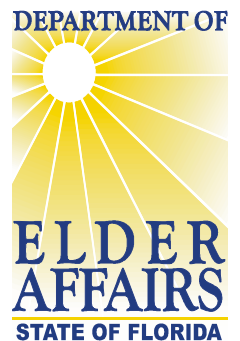
## **COMPREHENSIVE EMERGENCY MANAGEMENT PLAN (CEMP)**

### PSA4

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Revised July 10, 2009



## INTRODUCTION AND ASSUMPTIONS

Florida's elder population is rapidly increasing and placing greater demands on the network of social service agencies. Following a disaster, the burden placed on the aging services network becomes larger as older adults, who are ordinarily self-sufficient, turn to local agencies for assistance and guidance.

The function of state, regional, and local agencies in disaster preparedness, response, recovery and mitigation procedures is to address and meet the needs of elder citizens through the coordination of mutual assistance. Cooperation and coordination in the Aging Network ensures all agencies will provide effective disaster relief services. The Disaster Plan encompasses recognition of responsibilities in the event of a disaster, natural or manmade, and its impact on Florida's elders. **During times of disaster, emergency preparedness procedures will take precedence over normal duties.**

The information and resources of this Plan are patterned after the Florida Department of Elder Affairs (DOEA) Disaster Plan which is in itself patterned after disaster related materials of several national organizations, other states' disaster plans and the cooperative effort of Florida's Aging Network. The Plan will be reviewed and updated annually reflecting the changes in department and emergency management procedures.

### **ASSUMPTIONS:**

Implementation of this Comprehensive Emergency Management Plan will begin when emergency conditions are imminent or apparent. This will allow response and recovery actions to be implemented quickly and efficiently. Assumptions to be considered are:

- A major or catastrophic event has occurred or is imminent. Damage in the impacted area(s) is assumed to be extensive and many areas may experience casualties, property loss, disruption of normal life support systems, and loss of regional economic, physical and social infrastructures;
- The State Emergency Operations Center (SEOC) will be activated and the Governor has issued an Executive Order declaring a state of emergency. The Executive Order directs the Division of Emergency Management (DEM) to implement Florida's Comprehensive Emergency Management Plan (CEMP) to ensure proper coordination and recovery activities;
- The Governor has requested activation of the Federal Response Plan. The Federal Emergency Management Agency (FEMA) coordinates and deploys federal resources to the State Emergency Operations Center which provides assistance to state and local governments;
- The Governor has requested federal disaster assistance to supplement state and local emergency resources to ensure programs will be implemented to help meet Florida's needs;

- The magnitude of the emergency will prevent effective response and recovery efforts through state and political subdivisions;
- Many state, regional, and local emergency response personnel may experience casualties and damage to their homes and property, and may also be survivors of the disaster; and
- In addition to federal assistance, prompt and effective recovery many require mutual aid from political subdivisions throughout Florida and other states, and resources will be scarce.

## **PLANNING ASSUMPTIONS**

In the event a major or catastrophic event has occurred:

- The first 72 hours are the most critical for all Mass Care functions;
- Department of Elder Affairs will issue directives to Area Agencies on Aging/Aging Resource Centers and lead and local service providers for implementation of comprehensive emergency management plan;
- Call down or agency visit of lead and local service providers in the potential impacted area;
- AAA/ARC and lead and local service providers will call down or home visit at risk, in-home, community based, older Floridian clients in the potential impacted area will be conducted
- AAA/ARC and lead and local service provider personnel will ensure that services to the elderly will not be interrupted and will assist, if possible, at special needs shelters; and shelf stable meals for older Floridian clients who remain in their homes will be delivered

## **COMPUTER NETWORK SYSTEMS CAPABILITY**

- Servers are backed up nightly and stored offsite
- Servers can be restored by loading the essential operating system and reinstalling software and then using the full backup
- Restoration of operating environment would consist of simply reloading software and backups and restarting. If any equipment is destroyed, the equipment can be replaced, reload backups and restart. Equipment is 100 percent standards-based equipment (Win x 86 Servers running Netware) that is obtainable from any number of vendors in a matter of days, or the department can take backups and move them to a site that has servers for lease on a short term basis, as long as the state intranet can be accessed from that site
- Periodic testing has ensured the process works properly
- In addition, all AAA/ARC's are obligated by contract to have an equivalent process in place at their locations, so they can recover from any outage in the same manner.

## DISASTERS: AN OVERVIEW

This section provides a brief overview of common disasters anticipated and conditions expected during a disaster. In the event of a disaster, the local county office of emergency management will determine if evacuation is necessary and how to proceed with the evacuation.

**Catastrophic disasters** will require massive state and federal assistance, including immediate military involvement; **major disasters** will exceed local capabilities and require a broad range of state and federal assistance; and **minor disasters** will be within the response capabilities of local government and result in only a minimal need for state or federal assistance.

### CATASTROPHIC EMERGENCY CONDITIONS

The capabilities of state and political subdivisions to provide prompt and effective relief and recovery measures are overwhelmed by a catastrophic event; transportation is damaged and local transportation services are disrupted. There may be damage to commercial telecommunications and communication for government response and recovery will be impaired.

Homes, public buildings, other facilities and equipment are destroyed or severely damaged. Debris makes streets and highways impassable. The movement of emergency relief supplies and resources are impeded. Public utilities are damaged. Many state, regional, and local emergency personnel are survivors of the disaster, prohibiting them from performing emergency duties. Fires in urban and rural areas should be anticipated.

After a disaster, numerous survivors may be left homeless, injured and require social service assistance. Many survivors will be in life-threatening situations requiring immediate rescue and medical care. There will be a shortage of supplies necessary for emergency survival. Hospitals, nursing homes, pharmacies and other health/medical facilities will be severely damaged or destroyed. Medical and health care facilities in operation will be overwhelmed with survivors requiring medical attention and medical supplies and equipment will be in short supply.

Damage to facilities which generate, produce, use, store or dispose of hazardous materials could result in the release of such materials into the environment. Food processing and distribution capabilities will be severely damaged or destroyed. There will be prolonged disruption of energy sources and electric power failure.

### TYPES OF DISASTERS

Disasters may be 'natural,' weather related, or they may occur due to other conditions. Incidents such as a fire, train derailments, plane or major interstate car crashes, civil disturbances, contractual disputes, epidemics, massive migrations, fires, nuclear power plant accidents, terrorism and threat of exposure to hazardous materials can impact elders and services being delivered to them.

As hurricanes pose a significant threat in the southeastern United States and with regularity in Florida, more detail is included on preparation, response & recovery to these storms. However, our Comprehensive Emergency Plan provides direction to any and all disasters.

## **HURRICANES**

The hurricane season begins June 1 and continues through November 30, with the most hurricanes occurring in August, September and early October. The National Weather Service issues information in the following sequence:

**GALE WARNING:** Wind speeds of 38-55 miles per hour.

**STORM WARNING:** Part of a tropical cyclone advisory; wind speeds of 55-74 miles per hour.

**TROPICAL STORM:** Area of low barometric pressure that tends to move in a circular pattern. Wind speeds between 39 and 73 miles per hour.

**TROPICAL STORM WATCH:** The alert given when a tropical storm poses a threat to certain coastal areas within the next 36 hours.

**TROPICAL STORM WARNING:** The alert given when a tropical storm is expected to strike certain coastal areas within the next 24 hours with sustained winds of 39 to 73 miles per hour.

**HURRICANE:** An intense tropical weather system with a well-defined circulation and a sustained wind speed of 74 miles per hour or higher.

**Advisories** are numbered consecutively for each storm and issued at six hour intervals (11:00pm, 5:00 a.m., 11:00am, 5:00 p.m. Eastern Daylight Time). As a storm approaches, shore advisories are issued at more frequent intervals (every three hours)

An **advisory** gives name, eye position, intensity, and forecasts of movement;

**Positions** are given in latitude and longitude, and the National Weather Service issues local statements which describe the anticipated effect on an area.

**HURRICANE WATCH:** Hurricane conditions may be experienced in 24-36 hours.

**HURRICANE WARNING:** Hurricane conditions are expected within 24 hours or less.

The **National Hurricane Center** in Miami, Florida, monitors hurricanes and broadcasts the information for tracking storms to the news media. The Saffir/Simpson scale categorizes hurricanes based on their wind speed and barometric pressure. Storms are ranked 1 through 5 with a Category 1 being the weakest and a Category 5 being the strongest. The following table lists the ranges in sustained wind speed and barometric pressure for each category of storm.

<b>CATEGORY</b>	<b>WIND SPEEDS</b>	<b>PRESSURE IN MILLIBARS</b>	<b>PRESSURE IN INCHES</b>
1	74 - 95	>979	>28.94
2	96 - 110	965 - 979	28.91 - 28.5
3	111 - 130	945 - 964	28.47 - 27.91
4	131 - 155	920 - 944	27.88 - 27.17
5	>155	<920	<27.17

### **INLAND AND COASTAL FLOODING**

People who live inland mistakenly believe they will not be affected by an approaching hurricane. Storms often bring large amounts of rainfall in addition to a ‘storm surge.’ Wind forces that are sustained can cause severe damage along the path of hurricanes. Tornado damage is another serious and very unpredictable side effect of hurricane and storm conditions. As a hurricane moves inland, its wind forces weaken rapidly and inland flooding from a hurricane or tropical storm can be extensive. Seasonal weather patterns can result in heavy rainfall and flooding for low lying areas.

Coastal areas are particularly subject to flooding when storms or heavy rain showers occur at high tide. This “storm surge” is a rise in the tide level caused by the storm as it moves over or near the coastline.

## JUSTIFICATION

Florida is the most vulnerable and hurricane-prone state in the nation. Hurricane history in Florida and the United States were rewritten in 1992. Hurricane preparedness and response falls within two categories: “before Andrew” and “after Andrew.” Hurricane Andrew created the “new standard by which all other disasters are measured.” As a result of the extensive preparation, response efforts and leadership of South Carolina emergency management during Hurricane Hugo, Florida followed a plan which kept the state from experiencing even higher casualties during Hurricane Andrew.

Florida’s aging population based on the 1999 census indicates that 82% of Floridians over the age of 65 live in coastal counties and are more likely in need to be evacuated during a hurricane or other disaster. The frail and disabled members of Florida’s older population will have special needs which must be addressed before, during and after a disaster.

This plan can be implemented as a result of any natural or manmade disaster. Disasters can be any weather related or manmade disaster, such as hurricanes, tornadoes, civil disturbances, contractual disputes, epidemics, massive migrations, fires, nuclear power plant accidents, train derailments, terrorism and hazardous materials.

The role of the Area Agency on Aging (AAA)/Aging Resource Center (ARC) and the Area Agency Emergency Coordinating Officer (ECO) are described in this Comprehensive Emergency Management Plan and The Continuity of Operations Plan. The Department of Elder Affairs (DOEA) role in disaster response and recovery is described in the Florida Comprehensive Emergency Management Plan. The Comprehensive Emergency Management Plan developed by the Department of Community Affairs patterns the FEMA system of Emergency Support Functions (ESFs). The Comprehensive Emergency Management Plan consists of 17 Emergency Support Functions. The DOEA is a support agency to six of these Emergency Support Functions (noted by an asterisk). These Emergency Support Functions are categorized by responsibility. State agencies are assigned as primary and/or support agencies to the Emergency Support Functions contained in the Florida Comprehensive Emergency Management Plan.

<b>ESF</b>	<b>Function/Responsibility</b>	<b>ESF</b>	<b>Function/Responsibility</b>
1	Transportation	<b>*11</b>	<b>Food &amp; Water</b>
2	Communications	12	Energy
3	Public Works & Engineering	13	Military Support
4	Firefighting	<b>*14</b>	<b>Public Information</b>
5	Information & Planning	<b>*15</b>	<b>Volunteers &amp; Donations</b>
<b>*6</b>	<b>Mass Care</b>	16	Law Enforcement & Security
7	Resource Support	17	Animal Issues
<b>*8</b>	<b>Health &amp; Medical Services</b>		
<b>*9</b>	<b>Urban Search &amp; Rescue</b>		
10	Hazardous Materials		

## SCOPE

ElderSource/Aging Resource Center is the entity designated by DOEA to administer state and federal funding for elderly programs and to plan for and implement programs and services for the elderly in Planning and Service Area (PSA) 4 which encompasses Baker, Clay, Duval, Flagler, Nassau, St. Johns and Volusia Counties. As such designee, ElderSource will, after securing its own facilities and personnel as necessary, act as liaison for DOEA, to assist in actualizing, as full as possible within these seven counties, the SCOPE of the Department's Statewide Disaster Plan.

DOEA is a support agency to six Emergency Support Functions in the Florida Comprehensive Emergency Management Plan and Department Disaster Preparedness and Operations staff are members of the State Emergency Response Team (SERT). DOEA will support state and federal efforts in the event of a major or catastrophic disaster. As the lead agency in the Aging Network, DOEA will respond to the needs of the AAA's/ARC's and Local Service Providers (LSPs) when impacted by a disaster.

DOEA takes action during the three phases of a disaster which are Preparedness/Response, Short-term Recovery and Long-term Recovery.

The Preparedness/Response effort includes:

- Providing information concerning a disaster to the AAA/ARC
- Requesting the implementation of AAA/ARC and Local Service Provider emergency plans and procedures
- Providing a rapid assessment of immediate unmet emergency needs
- Assisting in providing food, water, clothing, shelter, and medical supplies
- Coordinating information and instructions to the public
- Providing outreach efforts to ensure all survivors have been identified and their needs met

Short-term recovery efforts work on restoring essential public and social services and include:

- Detailed damage assessments to determine the need for supplemental federal assistance
- Procedures for requesting federal disaster assistance
- Coordination of federal disaster assistance (public and individual)
- Coordination of resources and materials
- Coordination of information and instructions to the public
- Post-disaster hazard mitigation activities to reduce future risks from disasters

Long-term recovery efforts are assisting with community redevelopment and restoring the economic viability of the disaster area(s) through collective efforts of governmental and non-governmental organizations. These efforts include:

- Assisting elders, and the agencies serving them, in reestablishing themselves

- Continuing advocacy for elders affected by the disaster who may be having difficulty obtaining the assistance they require
- Reestablishing housing for disaster survivors

## PURPOSE

This plan outlines actions to be taken by the AAA/ARC related to a disaster and focuses on three components:

1. Assist Local Service Providers in preparing for and recovering from a disaster;
2. Provide support to the Comprehensive Emergency Management Plan as support agency to six Emergency Support Functions; 6 – Mass Care, 8 – Health and Medical, 9 – Urban Search and Rescue, 11 – Food and Water, 14 – Public Information, and 15 – Volunteers and Donations; and
3. Securing its own facilities and personnel, if a disaster strikes the area wherein the AAA/ARC is physically located, and returning as quickly as possible to serving the needs of Florida’s elders.

- 6 – Mass Care
- 8 – Health and Medical
- 9 – Urban Search and Rescue
- 11- Food and Water
- 14- Public Information
- 15- Volunteers and Donations

Local Service Provider (LSP) disaster plans will be based on the guidelines provided by the Department. LSP disaster plans will be annually reviewed by the AAA/ARC. The AAA/ARC contract with DOEA contains language providing for the activation of the AAA/ARC disaster plan by the Secretary of the Department. By direction of DOEA, this language is to be passed on to Providers by AAA/ARC in Local Service Provider contracts.

In the event the President of the United States or the Governor of the state of Florida declares a disaster or state of emergency, DOEA may exercise authority over an AAA/ARC or service provider in order to implement emergency relief measures and/or activities.

In either of these cases, only the Secretary or Deputy Secretary or his or her designee of DOEA shall have such authority to order the implementation of such measures. All actions directed by DOEA under this section shall be for the purpose of ensuring the health, safety and welfare of the elderly in the potential disaster area or actual disaster area.

## RESPONSIBILITIES

Upon receipt of an “Implementation of Emergency Relief Measures” memorandum from DOEA, the AAA/ARC Emergency Coordinating Officer (ECO) or the AAA/ARC Executive Director will instruct AAA/ARC staff to implement the agency’s Disaster Plan. It will be the responsibility of the AAA/ARC to:

- Serve as an advocate for the elderly in any stricken location in the service area.
- Respond to declarations of actual or impending disasters by national, state or local authorities and coordinate implementation of the AAA/ARC Disaster Plan with such declarations.
- Coordinate the disaster plan activities of the AAA/ARC with disaster plans of other agencies, such as Local Service Providers (LSP), the Department of Elder Affairs, the American Red Cross, local VOAD units, local Emergency Management Offices, and other state and locally designated disaster officials.
- Establish and maintain communication with public and private agencies concerned with providing emergency services, to the elderly and to the entire population in the event of a foreseen or unforeseen disaster.

### **In time of disaster or emergency, the AAA/ARC will:**

- Contact LSPs in potential impact areas and transmit the “Implementation of Emergency Relief Measures” (ATTACHMENT B) memorandum to them.
- Instruct affected LSPs to implement their respective Disaster Plan and client call-down procedures as required.
- Instruct affected LSPs to maintain ongoing log of disaster activities.
- Collect and report to DOEA the results of LSP call-downs and operational activities within the PSA.
- Maintain communication with affected LSPs, liaison information to DOEA and request Department assistance as needed.
- Act as liaison between DOEA and disaster stricken areas of PSA4.
- Identify line organization responsibility in each of the seven counties in the Planning and Service Area (PSA), through the organizational mechanism and under the administrative jurisdiction of the AAA/ARC. See attachments to this plan for designation of site(s) for emergency operation and AAA/ARC personnel

directly responsible for implementation of the AAA/ARC Comprehensive Emergency Management Plan (CEMP) and disaster procedures.

- Charge the directors of subcontracted service provider agencies to become members of their local Disaster Teams.
- Help establish direct lines for emergency communication between LSPs and the respective local officials/agencies concerned with elderly disaster relief/assistance.
- Identify the areas of extreme elderly saturation in each of the counties of the PSA.
- Identify emergency and temporary shelter facilities and seek current information on the most accessible route available to each.
- Identify the location and shelter/special shelter capabilities of hospitals, rescue units, nursing and boarding homes, schools, and auditoriums essential to the safety and protection of the elderly.
- Assess available information on physical effects of a disaster when it occurs and transmit such information to the local disaster office for coordination with other intelligence gathered.
- Request, if feasible and appropriate, disaster relief from state and federal agencies for reimbursement for services to the elderly who are disaster victims.
- Disseminate, to agency providers, as available, information regarding services and assistance available for disaster relief reimbursement to elderly victims.
- Coordinate with state and local Emergency Coordinating Officers by participating in seminars, workshops and exercises on disaster related procedures, policies and planning.
- Assist with evacuation, shelter registration, tracking of elder evacuees, and repopulation.
- Provide technical assistance and/or help staff Emergency Operations Center(s) and/or regular or special needs shelters.
- Assist with completion of reimbursement forms and applications.
- Provide technical assistance to establish/reestablish computer capabilities.
- Provide technical assistance concerning volunteers and donations.

## IMPLEMENTATION ACTIVITIES

- Activate plans for coordination with established disaster agencies and call into action AAA/ARC personnel to areas affected by disaster.
- Identify exact location of disaster damaged areas and the extent of emergency services required, geographic scope of disaster, number and names of counties involved and number of older persons homeless, evacuated, or type of other loss sustained due to the disaster.
- Report destruction/damage to senior centers, congregate meal sites, assisted living facilities, nursing homes and other aging facilities.
- Describe status of services to homebound elder persons and/or community-based service recipients, including short-term and long-term needs of the affected elderly, current basic services curtailed or destroyed and anticipated reinstatement of services.
- Activate coordination with community resources for the implementation of emergency services.
- Inform Emergency Operations Center (EOC) and other disaster agencies of availability of existing aging network resources suitable for disaster relief:
- Identify Senior Centers open for use as temporary shelter
- Identify Meal Sites open for emergency meal service and distribution, both prior to and after declaration of disaster, as needed
- Transportation resources, i.e. buses, vans, volunteer vehicles and drivers available for evacuation of elderly and other emergency transport
- Activate AAA/ARC and Local Service Provider personnel available for disaster relief.
- Provide Information and Referral service to elderly disaster victims and other affected residents on a 24 hour basis using AAA/ARC staff provider Elder Helpline and/or answering machines as available. The Agency is planning to coordinate with United Way 211 to extend helpline coverage.

### **Disaster Outside the Planning and Service Area (PSA):**

If a disastrous event occurs outside PSA4 and if assistance is requested by the Department of Elder Affairs, staff of the AAA/ARC may request unpaid leave to assist on-site at any area of

need within the State of Florida. Prior written approval must be obtained from the AAA/ARC Executive Director for such leave and staff requesting any such leave must be prepared to assume their own travel and per-diem expenses and personally handle any request for Department of Elder Affairs reimbursement.

**Disaster Within the Planning Service Area (PSA):**

If a disaster condition occurs during a normal working day, upon notification by the Executive Director, all supervisory personnel will begin directing shut-down activities within their work area and stand by for assumption of disaster assignments.

If a disaster condition occurs outside routine work hours, AAA/ARC staff will be notified of the condition and receive instruction through the agency's Disaster "Phone Tree" (ATTACHMENT D). Staff unable to be reached at the designated "Phone Tree" number should phone in to the main office or to the Executive Director or the AAA/ARC Emergency Coordinating Officer.

Upon being notified of an imminent disaster or emergency situation, the AAA/ARC Emergency Coordinating Officer will notify the AAA/ARC Executive Director. The Executive Director will initiate an alert and appropriate instruction to AAA/ARC staff in a call down of the agency phone tree. Specific calling assignments are identified on the Phone Tree.

AAA/ARC staff will assist contracted agencies concerning disaster preparedness throughout the Planning and Service Area (PSA) by:

- Providing technical assistance in the development and maintenance of an effective disaster plan.
- Monitoring implementation and ongoing development of local disaster plans.
- Promoting and developing coordination between AAA/ARC contracted elder service providers and the designated Emergency Management Coordinators in their respective counties.
- Disseminating disaster related information, to elder service providers as received and appropriate and to elders and interested others as requested through the Information and Referral Specialist.
- Providing client information and on-site assistance in the event of a disaster.

In a wide spread or local disaster, AAA/ARC "Headquarters" staff will receive and disseminate information to and from outlying areas and the Department of Elder Affairs in the quickest available manner.

The "State Unit on Aging Disaster Checklist Preliminary Report" and the "Disaster Information Update" forms (ATTACHMENTS J & K), designed to facilitate the relay of information about stricken areas to DOEA, will be distributed to all provider agencies in

advance, to advise them of information likely be needed to assess the disaster impact and the need for assistance throughout the PSA and to facilitate prompt transmittal of that information to the AAA/ARC. These forms will be used by Local Provider Agencies, in times of disaster, to expedite relay of appropriate information to DOEA.

### **Localized Disaster:**

In the event of a localized disaster, such as fire, tornado, flood or chemical spill, the AAA/ARC will assist the Local Service Providers in any affected part of the PSA in obtaining appropriate client information, from the Client Information Registration and Tracking System (CIRTS), by zip code, address, or other categories, as data is available for the localized area. As a part of disaster preparedness, the Area Agency MIS Director will develop, maintain and make accessible from CIRTS, customized reports, as requested by contracted provider agencies relevant to clients they serve, to expedite timely location and contact with elder clients who may need specially equipped shelter facilities, help with evacuation or other emergency assistance.

As available, program staff that are assigned to specific counties and additional staff as indicated on the "AAA/ARC Personnel Disaster Preparedness Assignments" list and as the AAA/ARC Executive Director deems necessary, will provide on-site relief and/or assistance to the affected provider staff. At the time of an actual disaster, the Executive Director may modify staff assignments as suitable for serving the immediate need.

### **Widespread Disaster in the Planning and Service Area:**

#### **Staff Relocation:**

In the event of a widespread disaster throughout the PSA, AAA/ARC staff will be assigned, as available, to provide relief/assistance in specific areas of the PSA. The AAA/ARC Executive Director may direct Agency staff to the site of a contracted service provider, to another emergency agency (Red Cross, etc) site or to a site designated to assist victims with application for Federal Emergency Management Assistance (FEMA). The AAA/ARC Executive Director may also elect to assign staff to the Emergency Operations Centers of affected counties, if so requested and/or permitted, to help ensure that elderly disaster victims in the stricken area receive needed assistance.

#### **Relocation of Area Agency on Aging/Aging Resource Center Facilities:**

In the event that a disaster should render the current AAA/ARC site inoperable, agency staff will relocate according to assigned locations in the AAA/ARC Disaster Preparedness Personnel Assignments or as reassigned at that time by the Executive Director. "AAA/ARC Headquarters" staff will set up and coordinate operations at an alternate site where facilities and communication capabilities are available and not affected by the disaster condition. "Headquarters" may relocate to the most appropriate Local Service Provider site not affected by the disaster; or to Mid-Florida AAA where emergency power is available.

**Computer Backup and Restoration:**

The AAA/ARC MIS Director will ensure that backups are made to the AAA/ARC PSA LAN system and to the agency's non-network fiscal data on a daily basis and LAN staff to run the backup procedures. The MIS Director or designated alternate will take the backup tapes off site weekly, keeping two weeks of tapes on site and most recent week tape off site. These backups will be used to restore the LAN System and fiscal data in the event that either system should crash or a disaster should render them inoperable.

Critical data is additionally captured via on –line data storage: attvault. This on-line storage is backed up daily.

**Computer Equipment:**

The MIS Director with the assistance of all available agency staff will make every effort, in the event of a warning of disaster, such as an intense storm or hurricane, for the timely removal of AAA/ARC computer related equipment from the current endangered location to the new designated AAA/ARC emergency "Headquarters" site or to another alternate lower risk location. Computers and other equipment not removed from premises will be covered with plastic to minimize water damage.

Removal of equipment will be initiated by direction of the Executive Director and will begin NO EARLIER THAN 48 hours prior to anticipated landfall or projected time of arrival of impending disaster in the immediate vicinity of the AAA/ARC location.

The order of priority for removal of computer related equipment will be:

AAA/ARC Servers & software

LAN work station or laptop

Assigned laptops

Protection of all other workstations will be the responsibility of the work station users, as time allows.

## TRAINING

### **Area Agency/Aging Resource Center Staff Training Plan:**

Disaster preparedness training and review of the Area Agency on Aging/Aging Resource Center Disaster Plan will be conducted at least annually, during a staff meeting prior to the onset of hurricane season. Training will include review of the agency plan, current pertinent information, personnel assignments, departmental responsibilities, use of the agency call down tree, contact lists, CIRTS provider disaster reports and data collection.

New staff will receive disaster plan review and orientation at the time of hire.

The AAA/ARC Emergency Coordinating Officer or alternate attends the Governor's Hurricane Conference. The Agency is committed to the support of staff participation in the annual Florida Governor's Hurricane Conference and any disaster training offered by the Department.

### **Personal Preparedness:**

Each AAA/ARC staff member will be provided the DOEA's "Elder Update Disaster Preparedness Guide for Elders" and other information on preparing their homes and families for dealing with disaster situations annually. In addition to the "Elder Update Disaster Preparedness Guide for Elders", training materials will include guides from the American Red Cross, the Department of Community Affairs, and Division of Emergency Management.

### **Other:**

The AAA/ARC maintains a file of each Grantee Provider's Disaster Plan and requests an annual update of these plans in the spring of each year. The AAA/ARC will disseminate disaster information and reminders for Local Service Providers annually to review and update their staff regarding agency disaster procedures and to provide personal and client disaster preparation materials.

Agency staff participates in disaster planning/coordination with providers and PSA4 County Emergency Operations Offices.

ElderSource/The Aging Resource Center is a member and active participant in the Northeast Florida VOAD association.



## **CONTINUITY OF OPERATIONS PLAN**

### *PSA 4*

Baker  
Clay  
Duval  
Flagler  
Nassau  
St. Johns  
Volusia

**ElderSource**  
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**JACKSONVILLE, FLORIDA 32207**  
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Amy Moring, Emergency Coordinating Officer  
Revised July 1, 2009

## FOREWORD

The State of Florida is vulnerable to a variety of hazards that threaten its citizens, communities, businesses, economy, and the environment. To ensure that the Area Agency on Aging (AAA)/Aging Resource Center (ARC) can continue to provide its mission essential functions, the Continuity of Operations (COOP) Plan was developed to ensure critical services to its clients continue in an all-hazards environment. Florida's aging population, based on the 1999 census, indicates that 82% of Floridians age 65 and older live in coastal counties.

COOP planning is simply a "good business practice" – part of the fundamental mission of all government agencies as responsible and reliable public institutions. The release of the Executive Order 01-262 on September 11, 2001, re-enforced the government agencies' requirement to prepare disaster preparedness plans under Florida Statute 252.365, through their designated Emergency Coordination Officers. Prior to the unprecedented attacks on the United States of America on September 11, 2001, the responsibility of COOP planning was left to each individual agency of responding to an emergency within its own organization. The content and format of the plan were left to the discretion of each agency.

The changing threat paradigm and recent emergencies, including localized acts of nature, accidents, technological emergencies, and military or terrorist attack-related incidents, has shifted awareness to the need for viable COOP Plan capabilities that enable agencies to continue their essential functions across a broad spectrum of emergencies. Also, the potential for terrorist attacks has emphasized the need to the Department of Elder Affairs (DOEA) the importance of planning operational capability that ensures continuity of essential mission functions across the State of Florida.

## INTRODUCTION

### **Purpose**

The Continuity of Operations Plan (COOP) establishes policy and guidance to ensure the execution of the State of Florida, Department of Elder Affairs (DOEA) and AAA mission essential functions in the event that mission services are threatened or incapacitated, and the relocation of selected AAA/ARC personnel and functions is required. Specifically, the COOP plan is designed to:

- Facilitate the return of the AAA/ARC to normal operating conditions as soon as practical based on circumstances and the threat environment
- Ensure that the AAA/ARC is prepared to provide critical services in an environment that is threatened, diminished, or incapacitated
- Ensure that this plan and the Local Service Providers (LSP's) COOP plans are viable and operational, and they remain compatible with Florida's Comprehensive Emergency Management Plan (CEMP)
- Ensure that the AAA/ARC is prepared to respond to emergencies, recover from them, and mitigate against their impacts
- Provide a means of information coordination to ensure uninterrupted communications to the LSPs and other critical customers
- Serve as intelligence collection and dissemination resource for the Local Service Providers (LSP)
- Establish and enact time-phased implementation procedures to activate various components of the COOP plan to provide sufficient operational capabilities relative to the event or threat

### **Applicability and Scope**

ElderSource is the entity designated by DOEA to administer state and federal funding for elderly programs and to plan for and implement programs and services for the elderly in Planning and Service Area (PSA) 4 which encompasses Baker, Clay, Duval, Flagler, Nassau, St. Johns and Volusia Counties. As such designee, ElderSource, the Area Agency on Aging (AAA)/Aging Resource Center (ARC) will, after securing its own facilities and personnel as necessary, act as liaison for DOEA, to assist in actualizing, as full as possible within these seven counties, the scope of DOEA's Statewide COOP.

The AAA/ARC is a support agency to six Emergency Support Functions in the Florida Comprehensive Emergency Management Plan and DOEA's Disaster Preparedness and Operations staff are members of the State Emergency Response Team (SERT). DOEA will support state and federal efforts in the event of a major or catastrophic disaster. As the lead agency in the Aging Network, DOEA will respond to the needs of the AAA/ARC and LSPs when impacted by a disaster.

The AAA/ARC takes action during the three phases of a disaster: Preparedness/Response, Short-term Recovery and Long-term Recovery.

The Preparedness/Response effort includes:

- Providing information concerning a disaster to the LSPs
- Requesting the implementation of LSP emergency plans and procedures
- Providing a rapid assessment of immediate unmet emergency needs
- Assisting in providing food, water, clothing, shelter, and medical supplies
- Coordinating information and instructions to the public
- Providing outreach efforts to ensure all survivors have been identified and their needs met

Short-term recovery efforts work on restoring essential public and social services and include:

- Coordination of federal disaster assistance (public and individual)
- Coordination of resources and materials
- Coordination of volunteer organizations
- Coordination of information and instructions to the public

Long-term recovery efforts work on community redevelopment and restoring the economic viability of the disaster area(s) through collective efforts of governmental and non-governmental organizations. These efforts include:

- Assisting elders, and the agencies serving them, in reestablishing themselves
- Continuing advocacy for elders affected by the disaster who may be having difficulty obtaining the assistance they require
- Re-establishing housing for disaster survivors

## **Record of Change**

The COOP Plan updated on 7/10/2009 for ElderSource supersedes any previous plan.

## **Policy**

This plan may be implemented as a result of any natural or manmade disaster. Disasters can be any weather related or man-made event, such as hurricane, tornado, civil disturbance, contractual dispute, epidemic, massive migration, fire, nuclear power plant accident, train derailment, terrorism and for hazardous material spill.

The role of the AAA/ARC and the Area Agency Emergency Coordinating Officer are described in this plan. DOEA's role in disaster response and recovery is described in the Florida Comprehensive Emergency Management Plan. The Comprehensive Emergency Management Plan developed by the Department of Community Affairs patterns the FEMA system of Emergency Support Functions (ESFs). The Comprehensive Emergency Management Plan

consists of 17 Emergency Support Functions. The Department is a support agency to six of these ESFs (noted in bold type with an asterisk). These ESFs are categorized by responsibility. State agencies are assigned as primary and/or support agencies to the Emergency Support Functions contained in the Florida Comprehensive Emergency Management Plan.

<u>ESF</u>	<u>Function/Responsibility</u>	<u>ESF</u>	<u>Function/Responsibility</u>
1	Transportation	10	Hazardous Materials
2	Communication	<b>*11</b>	<b>Food and Water</b>
3	Public Works and Engineering	12	Energy
4	Firefighting	13	Military Support
5	Information & Planning	<b>*14</b>	<b>Public Information</b>
<b>*6</b>	<b>Mass Care</b>	<b>*15</b>	<b>Volunteers and Donations</b>
7	Resource Support	16	Law Enforcement and Security
<b>*8</b>	<b>Health and Medical Services</b>	17	Animal Issues
<b>*9</b>	<b>Urban Search and Rescue</b>		

## CONCEPT OF OPERATIONS

### Objectives and Specifics

The objective of this Continuity of Operations Plan (COOP) is to ensure a viable capability exists to continue essential agency functions across a wide range of potential emergencies, specifically when the primary facility is either threatened or inaccessible. The specifics of this objective include:

- Ensure the continuous performance of the AAA's essential functions and operations during an emergency
- Protect essential facilities, equipment, records, and other assets
- Reduce disruptions to operations
- Reduce loss of life, minimize damage and losses of state resources
- Provide for a time-phased implementation of the COOP Plan to mitigate the effects of the emergency and shorten the crisis response time
- Identify and designate principals and support staff to be relocated
- Facilitate decision-making for execution of the COOP and the subsequent conduct of operations
- Achieve a timely and orderly recovery from the emergency and resumption of full service to all elder Floridians

The AAA/ARC COOP will be reviewed and updated annually reflecting the changes in department and emergency management procedures. This COOP Plan outlines actions to be taken to secure its own facilities and personnel; relocate to an alternate facility, if necessary, when a disaster or emergency strikes the Jacksonville area, and return as quickly as possible to serving the needs of Florida's elders in PSA4.

The AAA/ARC and LSPs Continuity of Operations Plans are based on guidelines provided by the Department of Elder Affairs (DOEA). AAA Coop Plans will be reviewed and approved on an annual basis. ElderSource will review LSP plans annually. All ElderSource contracts contain language providing for the activation of their plan by the Secretary of the Department. This language is passed on to the LSPs through their contracts with ElderSource.

### Planning Considerations and Assumptions

#### Considerations for the COOP Plan:

In accordance with federal guidance and emergency management principles, a viable COOP capability must:

- Be maintained at a high-level of readiness
- Be capable of implementation both with or without warning
- Be operational within three to 12 hours of notification
- Maintain sustained operations in an alternate facility for up to 30 days
- Takes maximum advantage of existing state or federal and local government infrastructures

## **Direction and Control**

Authorized Department successors shall be maintained by departmental organizational elements, reporting to the Agency to ensure continuity of mission essential functions. Successions should be provided to a minimum depth of three at any point where policy and directional functions are carried out.

ElderSource/AAA/ARC has designated staff to act as Emergency Coordinating Officer (ECO) and alternate ECO to provide direction in planning, responding and recovering from an emergency or disaster.

The Executive Director or successor, in consultation with the ECO, may order activation of the COOP Plan when deemed necessary.

The Alternate ECO may be requested by the ECO to direct COOP guidance and direction during the activation and relocation phases. During preparation or immediate response to the emergency, the Alternate ECO will monitor the situation and assist in the notification process as necessary.

## ACTIVATION OF COOP

Upon receiving notification that a disaster has occurred or is about to occur, the AAA/ARC will respond in accordance with the COOP Plan. The ECO or Alternate will oversee the activation of any portion of the COOP Plan.

### Alert and Notification

Alert Procedures: If the situation allows for warning, staff may be alerted prior to a notification of COOP activation. This notification will be using the staff telephone tree/call down list in (Attachment D). Depending on the situation, current information will also be available as follows:

- a) COOP hotline will be established, if feasible
- b) Agency broadcast via AAA/ARC main phone number
- c) Use of telephone message system
- d) Local radio and television announcements released

Most employees, unless otherwise identified, should listen for specific instructions. All AAA/ARC employees should remain at their office or home until specific guidance is received.

Employees are identified as members of Relocation Groups (RG), and should be prepared to start relocation procedures, including where to assemble before relocating to an identified alternate facility, if necessary.

Notification Procedures. The Executive Director or the designated successors will direct the activation of the COOP Plan. The Agency's ECO or Alternate will be in consultation with the Executive Director or the designated successor and will proceed with notifications and to ensure the COOP is activated. The following process will be used for notification of RG staff and key staff (Refer to HOT Sheet on next 2 pages and Telephone Tree (Attachment D):

- During Duty Hours – The decision to activate the COOP Plan will be made by the Executive Director in consultation with other applicable senior management. The ECO, will provide verbal notification to begin the notification procedures (refer to **HOTSHEET** beginning on the next page).
- During Non-Duty Hours – The ECO or Alternate ECO will communicate with the Executive Director and/or the designated successor regarding the situation and the possibility of the activation of the COOP Plan.

Once the decision is made to activate the COOP Plan, the ECO or Alternate ECO will begin the notification procedures. The 2-page **HOTSHEET** (starting **on the next page**) was created to walk key management through the process during a COOP activation and relocation.

## COOP ACTIVATION, CALL DOWN & RELOCATION “HOTSHEET”

*Note: If COOP can't be implemented by AAA staff due to severity of disaster and the lives of personnel, then the mission of AAA reverts back to the Department of Elder Affairs.*

State Emergency Operations Coordinator  
notifies Amy Moring (ECO) and Alternate ECO



Amy Moring (ECO) notifies Linda Levin, Executive Director or successor



**The Executive Director** will initiate the activation of the “Phone Tree” to assess staff safety & location. Remind Relocation Group members to be prepared for possible assignment to Alternate Location Facility (ALF)



Once initiated, calls are made as directed by phone tree. 2<sup>nd</sup> attempts should be made to reach staff, and a message should be left on their voicemail if no contact is made. If no direct contact is made, staff should proceed to the next person on the list following the order of calls. If you are unable to make contact, notify the Executive Director of missed contacts



**The employees on the phone tree marked w/ ##** will contact the Executive Director and confirm completion of call downs



Executive Director /or successor **along with the ECO/or Alt. evaluates the scope of the disaster.** If HQ's is not operational and relocation is needed, then the Executive Director identifies alternate relocation facility for relocation



**“HOTSHEET” – pg. 2**

Once a decision is made to relocate, Amy Moring (ECO) notifies the Alt. ECO/Tom Ogden. ECO, Amy Moring will notify the relocation facility. **Amy Moring and Tom Ogden notify their assigned Relocation Groups**

<b>Amy Moring contacts:</b> Tom Ogden (RG-A) Bill Hardy (RG-A) Kara Ebright (RG-A) Helen Ridley (RG-A & POC) Judy Long (RG-A) Clare Cooper (RG-A) Bruce Ford (RG-A)	<b>Tom Ogden contacts:</b> Cindy Morrison (RG-B) Ann Rollison (RG-B) Brenda Donaldson (RG-B) JaLynn Santiago (RG-B) Mike Surles (RG-B) Elveta Drayton (RG-B) Hope Jackson (RG-B)	<b>RG – A = Advance Relocation Group</b> first to the Alternate Relocation site to prepare facility w/i 12 hours if possible <b>RG – B = follow RG-A</b> once ALF is established, as soon as possible	<b>ALL OTHER STAFF</b> Be prepared to staff Disaster Recovery Centers, rotate w/ RG staff, and/or manage mission essential functions from home
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**Executive Director, Linda Levin** or successor will notify DOEA Secretary the COOP has been activated and relocation is in progress

**Amy Moring** or Alternate notifies the DOEA EOC & LSP's that the COOP has been activated and relocation is in progress

Amy Moring will direct the **RG-A** to relocate w/i 12 hours to the identified ALF. Tom Ogden will direct **RG-B** to follow as soon as possible. All should bring drive-away kits, IDs, laptops, cell phones and personal preparedness bags. **RG-A & B** coordinates and implements normal facility (HQ) security procedures, establishes capacity to accomplish essential mission and ensures security of equipment and records remaining at HQs

**Relocation POC, Helen Ridley**, will notify the news media, vendors and other critical customers that the AAA has temporarily relocated

## COOP Activation Scenarios

Emergencies, or potential emergencies, may affect the ability of AAA/ARC to perform its mission essential functions from the Woodcock Drive office hereinafter referred to as AAA/ARC HQ, in Jacksonville, Florida.

- The AAA/ARC is closed to normal business activities as a result of an event (whether or not originating in the AAA/ARC complex), or credible threats of action would preclude access or use of the AAA complex and the surrounding area.
- The Jacksonville, Florida, metropolitan area is closed to normal business activities as a result of a widespread utility failure, natural disaster, significant hazardous material incident, civil disturbance, or terrorist or military attack(s). Under these scenarios, there could be uncertainty regarding whether additional events such as secondary explosions, after shocks, or cascading utility failures could occur, and AAA/ARC will have to activate its COOP.

In any of the above scenarios, the Executive Director and/or Successor, in consultation with the ECO, will direct the activation of the COOP. The ECO or Alternate will notify DOEA that the AAA is activating its COOP Plan. A pre-selected Alternate Relocation Facility will be activated; RG-A will deploy and re-establish AAA/ARC mission essential functions from the alternate location. RG-B should arrive as soon as possible.

The RGs have been selected and may be supplemented by selected staff from appropriate divisions of the agency. When activated, the RGs will be responsible for continuing mission essential functions of AAA/ARC within 24 hours of deployment and will possess the knowledge, skills and abilities to perform mission essential functions for a period up to 30 days. All members of the RGs will remotely conduct operations from the alternate facility. The time frame at this facility will depend upon the time to regain access to the AAA/ARC HQ.

The primary in-town Alternate Relocation Facility will be utilized if the AAA/ARC HQ is inaccessible and no threat exists in the Jacksonville vicinity. If the AAA HQ is inaccessible and a threat exists in the Jacksonville vicinity, the out-of-town Alternate Relocation Facility will be selected by the Executive Director based on situational circumstances.

When the AAA/ARC HQ is ready for occupancy, the performance of the mission essential functions will be transitioned back to the AAA/ARC HQ.

Incidents can occur with or without warning and during duty or non-duty hours. Whatever the incident or threat, the COOP Plan will be executed in response to a full-range of disasters and emergencies to include natural disasters, terrorist threats and incidents, and technological disruptions and failures.

## **Warning Conditions**

With Warning. It is expected that, in most cases, the AAA/ARC will receive a warning of at least a few hours prior to an event. This will normally enable the full execution of the COOP Plan with a complete and orderly alert, notification of all AAA/ARC staff, and followed by the deployment of the relocation group to a pre-identified alternate relocation facility.

Without Warning. The process becomes less routine, and potentially more serious and difficult. The ability to execute this portion of the COOP Plan following an event that occurs with little or no warning, will depend on the severity of the emergency, impact at HQ, and the number of AAA/ARC personnel that survive. If deployment of the relocation group is not feasible, because of the loss of personnel, temporary leadership of AAA/ARC will be passed to DOEA.

Non-Duty Hours. Although AAA/ARC HQ's may be rendered inoperable, it is likely that the majority of the RG could be alerted and activated to support operations for the duration of the emergency.

Duty Hours. If possible, the COOP Plan will be activated, and available members of the RG will be deployed to support operations for the duration of the emergency.

## **Time-Phased Implementation/Disaster Magnitude Classification**

The purpose of a Time-Phased Implementation is to maximize the preservation of life and property in the event of any natural or man-made disaster or threat thereof, by making the best use of available personnel, equipment, facilities, and other resources. This plan is designed to provide flexible response in an all-hazards environment. The degree to which this COOP is implemented depends on the type and magnitude of the event or threat. The extent to which this will be possible will depend on the emergency, the amount of warning received, whether personnel are on duty at the AAA/ARC complex or off-duty at home or elsewhere, and possibly, the extent of damage to the AAA/ARC complex and its occupants. The Disaster Magnitude Classification will be used to determine the execution of the COOP Plan. These levels of disaster are defined as:

- **Minor Disaster.** Any disaster or threat thereof which requires the evacuation of the AAA/ARC HQ's and is likely to last for a short time of less than 72 hours. The relocation group can be directed to operate at the most suitable alternate relocation site (in-town or out-of-town).
- **Major Disaster.** Any disaster or threat thereof which requires the evacuation of the AAA/ARC HQ's and is likely to last more than 72 hours. The relocation group can be directed to operate at the most suitable alternate relocation site (in-town or out-of-town).
- **Catastrophic Disaster.** Any disaster or threat thereof which requires the evacuation of the AAA/ARC HQ's and the Jacksonville area, and is likely to last for a lengthy period of time. The relocation group should then be directed to operate at the out-of-town relocation site.

## **Emergency Procedures**

Upon receipt of an “Implementation of Emergency Relief Measures” memorandum (ATTACHMENT C) from the Department, AAA/ARC Executive Director or the Emergency Coordinating Officer will instruct AAA/ARC staff to implement the agency’s Disaster Plan. It will be the responsibility of the AAA/ARC to:

- Serve as advocate for the elderly in any stricken location in the service area
- Respond to declarations of actual or impending disasters by national, state or local authorities and coordinate implementation of the AAA/ARC COOP Plan with such declarations
- Coordinate the disaster plan activities of the AAA/ARC with disaster plans of other agencies, such as LSPs, DOEA, the American Red Cross, local VOAD units, local Emergency Management Offices, and other state and locally designated disaster officials
- Establish and maintain communication with public and private agencies concerned with providing emergency services, to the elderly and to the entire population in the event of a foreseen or unforeseen disaster
- Act as liaison between stricken areas and DOEA, relaying all directions and guidance to appropriate field staff as possible and keeping DOEA updated on disaster impact and area needs
- Maintain on-going log of disaster activity (Attachment M)

### **In time of disaster or emergency, the Area Agency will:**

- Contact LSPs in potential impact areas and transmit the “Implementation of Emergency Relief Measures” memorandum to them (Attachment B)
- Instruct affected LSPs to implement their respective COOP Plan and client call-down procedures as required
- Instruct affected LSPs to maintain ongoing log of disaster activities (ATTACHMENT M)
- Collect and report to DOEA the results of LSP call-downs and operational activities within the PSA, including action/interaction with other disaster related agencies
- Maintain communication with affected LSPs, liaison information to DOEA and request DOEA assistance as needed.
- Act as liaison between DOEA and disaster stricken areas of PSA4

- Identify line organization responsibility in each of the seven counties in the Planning and Service Area (PSA), through the organizational mechanism and under the administrative jurisdiction of the AAA/ARC
- Instruct subcontracted service provider agencies to become members of their local Disaster Teams
- Help establish direct lines for emergency communication between LSPs and the respective local officials/agencies concerned with elderly disaster relief/assistance
- Identify the areas of extreme elderly saturation in each of the counties of the PSA
- Identify emergency and temporary shelter facilities and seek current information on the most accessible route available to each
- Identify the location and shelter/special shelter capabilities of hospitals, rescue units, nursing and boarding homes, schools, and auditoriums essential to the safety and protection of the elderly
- Assess available information on physical effects of a disaster when it occurs and transmit such information to the local disaster office for coordination with other intelligence gathered
- Request, if feasible and appropriate, disaster relief from State and Federal agencies for reimbursement for services and/or relief to the elderly who are disaster victims
- Disseminate to agency providers as available information regarding services and assistance available for disaster relief reimbursement to elderly victims
- Coordinate with state and local Emergency Coordinating Officers by participating in seminars, workshops and exercises on disaster related procedures, policies and planning
- Assist with evacuation, shelter registration, tracking of elder evacuees, and repopulation
- Provide technical assistance and/or help staff Emergency Operations Center(s), Disaster Recovery Centers (DRC) and/or special needs shelters
- Assist with completion of reimbursement forms and applications
- Provide technical assistance to establish/reestablish computer capabilities
- Provide technical assistance concerning volunteers and donations

**Implementation activities will include:**

- Print activity logs for tracking disaster activities. (ATTACHMENT M)
- Activate plans for coordination with established disaster agencies and call into action AAA/ARC personnel to areas affected by disaster
- Identify exact location of disaster damaged areas and the extent of emergency services required, geographic scope of disaster, number and names of counties involved and number of older persons homeless, evacuated, or type of other loss sustained due to the disaster
- Report destruction/damage or impact to senior centers, congregate meal sites, assisted living facilities, nursing homes and other aging service facilities
- Describe status of services to homebound elder persons and/or community-based service recipients, including short-term and long-term needs of the affected elderly, current basic services curtailed or destroyed and anticipated reinstatement of services
- Activate coordination with community resources for the implementation of emergency services
- Inform Emergency Operations Center and other disaster agencies of availability of existing aging network resources suitable for disaster relief
- Report meal sites open for emergency meal service and distribution, both prior to and after declaration of disaster, as needed (Attachment G)
- Transportation resources, i.e. buses, vans, volunteer vehicles and drivers available for evacuation of elderly and other emergency transport
- AAA/ARC and LSP personnel made available for disaster relief
- Provide Information and Referral service to elderly disaster victims and other affected residents, including fraud/exploitation concerns, on a 24 hour basis using AAA/ARC and provider Elder Helpline and/or answering machines as available. Coordinate with United Way 211 to extend helpline coverage

### **Disaster outside the Planning and Service Area (PSA):**

If a disastrous event occurs outside the PSA and if assistance is requested by DOEA, AAA/ARC staff may request unpaid leave to assist on-site at any area of need within the State of Florida. Prior written approval must be obtained from the AAA/ARC Executive Director for such leave and staff requesting any such leave must be prepared to assume their own travel and per diem expenses and personally handle any request for DOEA reimbursement.

### **Disaster within the Planning Service Area (PSA):**

If a disaster condition occurs during a normal working day, upon notification by the Executive Director, all supervisory personnel will begin directing shut-down activities within their work area and stand by for assumption of disaster assignments.

If a disaster condition occurs outside routine work hours, AAA/ARC staff will be notified of the condition and receive instruction through the Agency's Disaster Phone Tree form (ATTACHMENT D). Staff unable to be reached at the designated Phone Tree number should phone in to the main office or to the Executive Director or the AAA/ARC Emergency Coordinating Officer.

Upon being notified of an imminent disaster or emergency situation the AAA/ARC Emergency Coordinating Officer will notify the Area Agency Executive Director. The Executive Director will initiate an alert and appropriate instruction to AAA/ARC staff in a call down through the Phone Tree. Specific calling assignments are identified on the Phone Tree.

AAA/ARC staff will assist contracted agencies concerning disaster preparedness throughout the PSA by:

- Providing technical assistance in the development and maintenance of an effective disaster plan
- Monitoring implementation and ongoing development of local disaster plans
- Promoting and developing coordination between AAA/ARC contracted elder service providers and the designated Emergency Management Coordinators in their respective counties (ATTACHMENTS F, G, H & I)
- Disseminating disaster related information to elder service providers as received and appropriate and to elders and interested others as requested through the Information and Referral Specialist
- Providing client information and on-site assistance in the event of a disaster

In a wide spread or local disaster, AAA/ARC "Headquarters" staff will receive and disseminate information to and from outlying areas and DOEA in the quickest available manner.

The “SUA Disaster Checklist Preliminary Report” (ATTACHMENT K) and the “Disaster Information Update” (Attachment L) forms, designed to facilitate the relay of information about stricken areas to DOEA, will be distributed to all provider agencies in advance, to advise them of information likely be needed to assess the disaster impact and the need for assistance throughout the PSA and to facilitate prompt transmittal of that information to the AAA/ARC. These forms will be used by LSPs, in times of disaster, to expedite relay of appropriate information to the Department.

### **Localized Disaster:**

In the event of a localized disaster, such as fire, tornado, flood or chemical spill, the AAA/ARC will assist the LSPs in any affected part of the PSA in obtaining appropriate client information, from the Client Information Registration and Tracking System (CIRTS), by zip code, address, or other categories, as data is available for the localized area. If the AAA/ARC or Local Service Provider cannot contact or locate a client through disaster reports or by telephone, staff will attempt to go to client’s home to check on his/her well-being. As a part of disaster preparedness, the AAA/ARC MIS Director will develop, maintain and make accessible from CIRTS, customized reports, as requested by contracted provider agencies relevant to clients they serve, to expedite timely location and contact with elder clients who may need specially equipped shelter facilities, help with evacuation or other emergency assistance.

As available, assigned program staff who are assigned to specific counties and staff deemed necessary as identified by the AAA/ARC Executive Director, will provide on-site relief and/or assistance to the affected provider staff. At the time of an actual disaster, the Executive Director may modify staff assignments as suitable for serving the immediate need.

### **Activation Procedures Duty Hours**

If it is determined that relocation is imminent during regular work hours, the ECO, in consultation with the Executive Director, will notify the POC of the emergency requiring activation of the COOP Plan and relocation to the designated Alternate Relocation Facility (ARF).

- a. The ECO will notify the appropriate ARF manager
- b. The RG-A will deploy to the designated ARF and assume the Agency’s mission essential functions, where feasible
- c. Those employees who are already at AAA/ARC headquarters will remain on duty pending further guidance
- d. Initial Actions will be completed in its entirety. (Refer to “HOT SHEET”)

## **Activation Procedures Non-Duty Hours**

If it is determined that relocation is imminent outside during non-working hours, the ECO in consultation with the Executive Director, will notify the staff, by initiating the phone tree, of the emergency requiring activation of the COOP Plan and relocation to the designated ARF.

- a. The ECO will notify the appropriate ARF manager on when to expect RG-A.
- b. The RG-A deploys within 12 hours to the designated ARF and RG-B deploys as soon as possible to re-establish and assume the Agency's mission essential functions, where feasible
- c. If not assigned to the ARF, staff will be notified when/where to report for duty
- d. The Division/Section supervisors notify and direct other AAA employees to prepare to assist in Disaster Recovery Centers and remain at home pending further guidance
- e. Initial Actions will be completed in its entirety. (Refer to "HOT SHEET")

## **Deployment and Departure Procedures / Administrative Procedures**

Allowances for partial pre-deployment of any mission essential functions which are critical to operations will be determined by the Executive Director in coordination with the ECO or Alternate ECO at the time activation is directed. This determination will be based on the event or the level of threat. The following actions establish general administrative procedures to allow for travel and transportation to the ARF. Specific instructions will be provided at the time a deployment is ordered.

- a. The Executive Director will determine if ARF will be needed.
- b. RG-A will be directed by the ECO to relocate to designated ARF within 12 hours. RG-A members should ensure that they have their official drive-away kits and personal preparedness bags.
- c. RG-B members will begin deployment to the ARF as soon as possible, taking with them their division/section office drive-away kits.
- d. Non-essential AAA/ARC personnel present at AAA/ARC Headquarters at the time of an emergency notification will be directed to proceed to their homes or other AAA/ARC offices and await further instructions. At the time of notification, information will be provided on safe routes that should be used to depart AAA/ARC headquarters or other appropriate safety precautions. During non-duty hours, non-essential personnel will remain at their homes pending further instructions.
- e. ECO or Alternate will notify DOEA of relocation.
- f. ECO, Alternate, or POC, as the official spokesperson, will notify the press, outside customers, vendors and other critical customers that the AAA/ARC has been temporarily relocated.

## **Site Support Responsibilities**

The ECO will notify the relocation facility that relocation to that facility is imminent.

## RELOCATION GROUP

### Relocation Group Staff

AAA/ARC personnel who are relocated under this plan to the Alternate Relocation Facility (ARF) are known as the Relocation Group (RG). The group must be able to continue operations and the performance of mission essential functions for up to 30 days with resource support. The RGs are divided into 'A' and 'B' and are listed below:

#### Relocation Group A

Elder Helpline Supervisor  
Director of Operations  
Grants & Contracts Manager  
MIS Director  
Director of Advocacy & Consumer Relations  
Senior Accountant  
Administrative Assistant

#### Relocation Group B

Fiscal Specialist  
Fiscal Specialist II  
Administrative Assistant  
Administrative Assistant (EHL)  
Accountant  
Medicaid Client Services Specialist  
Information & Referral Specialist

Since the relocation facility space and support capabilities will be limited, the membership of the RG must be restricted to only those personnel who possess the skills and experience needed for the execution of mission essential functions.

All other AAA/ARC personnel who are not designated RG members should be prepared for assignment to a Disaster Recovery Center or as directed by supervisor to accomplish essential missions. Other staff should remain at or return home pending further instructions. A COOP Plan activation will not, in most circumstances, result in a change of duty location affecting the pay and benefits of either the RG members or other AAA/ARC personnel. The RG members will deploy and relocate to a pre-identified ARF and establish an operational capability within 12 to 24 hours of activation, or earlier in a warning scenario.

The Advance Team (A-Team) of the Relocation Group (RG) may deploy to the Alternate Relocation Facility prior to the full RG, if determined necessary by the Executive Director. **Emergency Coordinating Officer (Amy Moring) and Executive Director (Linda Levin) will join the RG-A if they are not required elsewhere.**

All RG members are requested to develop Family Preparedness Plans and be available to report to work at the designated ARF within a short period of time.

## **Augmentation Staff**

Any AAA/ARC personnel not assigned to the RG are identified as Augmentation Staff. To ensure the continuous performance of mission essential functions, it is imperative to ensure an available augmentation staff (centralized and coordinated roster of personnel), that can be called upon by the Executive Director or ECO when needed.

## **Relocation Group Responsibilities**

RG-A Responsibilities: In the event that the RG-A is deployed in advance of the rest of the RG members, upon their arrival at the designated ARF, they will begin providing support for the following functions:

1. Maintain communications and updating the arrival status to the Executive Director and ECO
2. Prepare the facility for the arrival of the remaining members of the RG to the relocation facility within 12 hours
3. Upon completion of re-establishment of resources, follow RG-B responsibilities listed below

RG-B Responsibilities: As soon as possible, following their arrival at the relocation facility or restored AAA/ARC office, they will:

1. Monitor and assess the status of the situation that required the relocation
2. Monitor the status of division/section personnel (call down updates and resources as needed)
3. Continue AAA/ARC mission essential functions
4. Establish and maintain contact with the DOEA
5. Plan and schedule relocation site daily operations
6. Prepare and disseminate daily reports (on situation) as required
7. Support the Executive Director
8. Prepare to report to the restored AAA/ARC HQ

## **Personnel Coordination**

If necessary, the Relocation Groups (RG) will deploy to the Alternate Relocation Facility (ARF) and transition management of the AAA/ARC mission essential functions for up to 30 days at the ARF. When the AAA/ARC HQ is restored or a new office building is identified and available, the RG will transition management of mission essential functions from the ARF to the restored AAA/ARC office.

Following activation and deployment of the RG, additional personnel may be requested, if space is available. All requests for augmentation of the RG must be coordinated through the Executive Director. During COOP operations, personnel not activated as members of the RG or

augmentees, will be provided information on their status by receiving a call from their supervisor or calling in on an information COOP hotline provided by the AAA/ARC if feasible.

### **Drive-Away Kits**

Each departmental supervisor is responsible for providing guidance to staff on the requirement for and the contents of these kits, which may contain such items as publications, laptops, portable scanners & printers, GPS units, computers, etc. MIS staff will be responsible for taking away software applications. Any special resource requirements for the Division/Section will need to be addressed.

It is strongly encouraged that essential items and data be pre-positioned at the ARF instead of being carried in drive-away kits, because RG members may be at home when the order is given for relocation to ARF and access to the kit may be difficult or impossible.

### **Vital Records and Databases**

The responsibility of each division is to identify emergency operating records, legal and financial documents essential to the continued functioning of the department in the event AAA/ARC has to relocate to an ARF. Back up of vital data occurs daily on to tape drives and online storage site. One of the AAA/ARC COOP objectives is to ensure the protection of vital records that are needed to support essential functions of the department at the ARF.

Categories of these types of vital records and databases may include:

1. Emergency Operating Records. Vital records essential to the continued function or reconstitution of AAA/ARC during and after an emergency. Included are the emergency plans and directives; orders of succession; delegations of authority; staffing assignments; and related records of a policy or procedural nature that provide agency staff with guidance and information resources necessary for conducting operations and for resuming formal operations at its conclusion
2. Legal and Financial Rights Records. Vital records critical to carrying out the essential legal and financial functions and activities, and protecting the legal and financial rights of individuals directly affected by its activities. Included are records having such value that their loss would significantly impair the conduct of essential agency functions, to the detriment of the legal or financial rights or entitlements of the organization or of the affected individual(s). Examples: accounts receivable; contracting and acquisition files; official personnel files; Social Security, payroll, retirement, and insurance records; and property management and inventory records.

## **Personal Preparedness**

- a. Personal Items – RG members will bring appropriate personal items and changes of clothing. Casual dress will be appropriate at the Alternate Relocation Facility.
- b. Medical Support – An adequate supply of medicines, hearing-aid batteries, and eyeglasses should be part of the items included in the “personal go-kits.” RG members should ensure that refrigerators are at the ARF for medication needing refrigeration and group members remember to bring their health insurance cards.

**ALTERNATE RELOCATION FACILITY**

**Alternate Relocation Facility (ARF)**

The determination of which ARF for AAA/ARC personnel will be made at the time of activation by the Executive Director and will be based on the incident or threat. The Alternate Relocation Facility (ARF) will be capable of supporting the agency operations and its RG team. If only the AAA/ARC complex is inaccessible and there is no threat to the Jacksonville vicinity, the primary in-town ARF has been identified. If Jacksonville is threatened or if the in-town facility is not available, the out-of-town ARF will be selected by the Executive Director from the list of available sites below

**HQ Alternate Relocation Facilities – In-Town/Out-of-Town**

ARF Type	Name	Location	Staff Capacity
Primary In-town	Urban Jacksonville, Inc.	Jacksonville	13
Primary Out-of-Town	Mid-Florida Area Agency on Aging	Gainesville	13

The list of facilities has been evaluated on existing capabilities and the capacity to perform the mission essential functions. Assessment areas included available space, site transportation and parking, interoperable communications, security, life support, and logistical support. The facility should be in an area that is accessible to lodging. The facility must be able to sustain operations for 30 days and accommodate approximately **13** individuals, depending on the location. The site must be able to support operations for up to five (5) personnel (RG-A) within three (3) to twelve (12) hours, if necessary, and approximately **13** individuals within twenty-four (24) to forty-eight (48) hours. Telephones, computers, facsimiles, copiers and furniture will be available to support the augmented staff including the RGs.

**Satellite Office in Volusia County**

All staff housed at the satellite office in Volusia County will utilize a separate set of Alternate Relocation Facilities should the need arise. In the event of emergencies, all staff at the satellite office will be directed by the Executive Director or the Emergency Coordinating Officer.

**Satellite Office Alternate Relocation Facilities – In-Town/Out-of-Town**

ARF Type	Name	Location
Primary In-Town	Council on Aging of Volusia County	Daytona Beach
Primary Out-of -Town	ElderSource	Jacksonville
Secondary Out-of-Town	Mid-Florida Area Agency on Aging	Gainesville

## Interoperable Communications

The Alternate Relocation Facility (ARF) interoperable communications, through the ARF Memorandum of Agreements (MOAs) will provide capability to communicate with the Relocation Group (RG) the Emergency Coordinating Office (ECO), Area Agencies on Aging (AAA), critical customers, and AAA/ARC staff; and access to systems necessary to conduct mission essential functions. The following table shows the availability of the interoperable systems at the two designated ARFs.

### Primary In-Town ARF

Mode	Availability	AAA will Provide
Telephones	X	
Facsimile	X	
Cellular		X
Network Access	X	
Internet Access	X	

### Primary Out-of-Town ARF

Mode	Availability	AAA will Provide
Telephones	X	
Facsimile	X	
Cellular		X
Network Access	X	
Internet Access	X	

## Annual Re-evaluation and Availability of ARF List

The facilities on the ARF list will be evaluated annually to determine the capabilities and capacity to perform AAA/ARC mission essential functions.

## Operational Hours

During COOP contingencies, the Executive Director will determine the hours of work for the RG. However, it is expected that the RG will operate Monday through Friday, 8:00 am to 5:00 pm. The AAA/ARC should not need to operate more than normal work hours; however, in the event of the need for 24-hour, seven (7) day coverage of the Helpline and the Technical Assistance for Volunteers line at the ARF, a schedule will be established for this purpose, if necessary.

## **Transportation, Lodging, and Food**

The Director of Operations will disseminate information related to local travel and temporary duty stations when the COOP Plan is activated. General information about transportation, lodging, and food is provided below:

- a. Transportation - To the extent possible, RG and AAA/ARC personnel activated as augmentees are encouraged to use their privately owned vehicles to commute to a pre-identified ARF.
- b. Lodging – On-site billets will not be available at out of town ARF facilities. Reasonable accommodations will be available. A MOU will be established with a lodging facility in the event of out of town ARF location.
- c. Dining – Restaurants are available in the local communities. Use standard meal allowances for reimbursement.

## **Memorandums of Agreement**

The Memorandum of Agreements (MOA) for the Alternate Relocation Facility (ARF) will outline its support procedures in support of the COOP Plan to ensure the smooth transition of AAA/ARC mission essential functions, personnel, equipment, and vital records from the AAA/ARC complex to the ARF. This MOA will be jointly developed by AAA/ARC and the ARF to ensure it contains provision for support of the RG such as:

- Designate personnel responsible to assist the arriving RG-A, if applicable
- Time period from notification by the RG requiring space in the facility for occupancy
- Services to be provided
- Sole use of allocated space during the period of occupancy
- Support the transition of all AAA/ARC functions, personnel, equipment and records from the ARF to a new or restored AAA headquarters office
- Keep the ECO informed of changes in site resources that may impact the effective execution of the Plan

If the Memorandum of Agreement (MOA) is not sufficient for Site-Support Procedures, the ARF Facility Manager will assist in developing procedures to identify the requirements for receiving, supporting and relocating the RG consisting of up to 13 personnel staffed on the RG. These procedures should ensure sustained operations for up to 30 days with resource support. The ARF must be ready to support RG-A within six hours, if necessary, and fully operational within 24 hours of activation.

The ARF procedures will provide as a minimum: facility access and control, in processing, office assignments, physical security, administrative support and supplies, communications support and information systems support.

The EOC will keep on file, the MOAs and any ARF Site-Support Procedures that will be developed. The MOAs and/or site-support procedures will be reviewed annually to ensure that they are current and still viable.

## **Alternate Relocation Facility (ARF) Selection Process**

Mid-Florida Area Agency on Aging office was selected as the designated Alternate Relocation Facilities for the HQ's Relocation Group. These facilities were determined by their geographical location and capability of supporting AAA/ARC mission essential functions in a safe environment. The facilities are located in areas where AAA/ARC operations can be initiated, maintained and terminated. Additionally, the following considerations were used in the selection of the ARFs:

- The ARF can be operational from three to 12 hours after deployment of the RG and can operate up to 30 days
- The distance from the threat area of Jacksonville
- Access to lodging, food, water, medical facilities, and municipal services such as fire and police
- Office equipment and supplies will be in the RG members' drive-away kits to support the RG, and if necessary, additional supplies can be obtained

## MISSION ESSENTIAL FUNCTIONS

The mission essential functions for AAA/ARC have been identified and prioritized. It was important to establish these priorities to ensure that the relocated staff can complete the AAA/ARC mission essential functions. All divisions/sections shall ensure that their essential functions can continue or resume as rapidly and efficiently as possible during relocation. Any function not considered essential will be deferred.

### Elder Helpline

- Telephone Access to our particular area, connecting with 211 as well as other hotlines in the area.
- Internet Access. Refer I&R Database will allow this connection.
- Having a direct connection with available resources and updates on new and existing resources.
- Access to data to note where the needs in the community are. We may be able to generate this through our database system, but other agencies at a local or state/federal level can produce this as well.

### Contract Management & Medicaid Waiver Specialists

- Maintain and have access to current/active contracts.
- Develop emergency contracts for services and technical assistance or policy interpretation, if necessary.
- Provide technical assistance regarding emergency purchase of contractual services; insure compliance with applicable Florida statutes.
- Ensure any new contracts or any amendments routing at the time the COOP is activated are successfully executed.
- Ensure any contracts or amendments scheduled to begin during a COOP event are successfully executed.

### MIS

- Stand alone computers - restoration of existing equipment or purchase new desktop computer systems.
- Network – restoration of existing equipment or purchase new equipment.
- Network service (includes GroupWise and CIRTSS) – restoration of existing equipment or purchase new equipment.
- Networked servers - restoration of existing equipment or purchase new equipment and restoration of application systems on those servers.

## AAA/ARC COOP RESPONSIBILITIES & PROCEDURES

### AAA/ARC Role

When disasters or other emergency events (such as terrorism or bio-terrorism attacks) impact Florida, the AAA/ARC key staff members will provide the manpower needed to carry out the AAA/ARC's Continuity of Operations (COOP) Plan (if HQs is affected).

The Agency will represent the aging network to ensure state emergency plans adequately address the special needs of elders in their ongoing development of their COOP Plans and ensure aging network plans are annually updated and reviewed.

### AAA/ARC Training Activities

All levels within the aging network will develop annual training activities. The Agency will assist in the development of these activities and ensure information is distributed to staff on how to develop a personal disaster plan

### Personnel and Visitor Accountability Procedures

Personnel and visitor accountability will be the responsibility of each division/section. A visitor's log is located at the reception desk, which includes a visitor's name, employer and area visiting. Personnel accountability should also addressed by ensuring they have the information to plan and activate personal/family preparedness disaster plans.

Each Department should utilize the Do-not-disturb function on each phone, or some form of tracking mechanism for their units. This will further enable the supervisors to stay informed of their staff's whereabouts, and whether they are in a meeting, in the building, outside of the building, gone to lunch, or on leave.

At the **beginning of the training/meeting**, agency personnel should obtain a copy of the visitor sign-in log and **verify that their guests have checked in**. If a guest did not check in, the guest should be instructed to check in at that time.

### AAA/ARC Evacuation Procedures

When an evacuation is in progress, or fire alarm is activated, all staff and visitors must leave the building immediately. Never assume the alarm is only a drill. Close the door to your office as you leave. Use the nearest stairwell, not the elevator, to exit the building. **All staff should report to the gazebo across Woodcock Drive**. Wait for the "all clear" signal from Emergency Services before entering the building.

## **Telecommunications and Information Technology Support**

Listed below is a list of the capability of the AAA/ARC to back up and restore its network systems:

- a. Servers are backed up fully onto a Digital Linear Tape (DLT) drive on a daily basis and stored offsite on a weekly basis
- b. File Servers are fully backed up onto DLT tape on a nightly basis
- c. Servers can be restored, by using the full backup
- d. Restoration of an operating environment would consist of reinstallation of software, reloading backups and restarting. If any equipment is destroyed, the equipment can be replaced, reload backups and restart. Equipment is 100 percent standards-based equipment (Win x 86 Servers) that is obtainable from any number of vendors in a matter of days, or the department can take backups and move them to a site that has servers for lease on a short-term basis, as long as the state intranet can be accessed from that site;
- e. Periodic testing has ensured the process works properly; and

It is imperative that Divisions/Sections ensure that unique or critical information systems requirements are considered in planning and, if appropriate, are identified as capabilities to be provided by support organizations at the ARF. All Divisions/Sections shall maintain all necessary and up-to-date files, documents, computer software, and databases required to carry out mission essential functions.

## **Security and Access Controls**

The COOP Plan includes procedures for building evacuations and will be used if COOP Plan activation is required. Each department supervisor is responsible for the protection of personnel and vital records and databases before, during, and after COOP Plan operations that require relocation to an ARF.

## **RECONSTITUTION AND TERMINATION**

### **Overview**

Within 24 hours of an emergency relocation, an AAA/ARC designee, with support from appropriate departments, will initiate operations to salvage, restore, and recover AAA/ARC headquarters after the approval of the local and Federal law enforcement and emergency services involved. Reconstitution procedures will commence when the Emergency Coordinating Officer (ECO) or Alternate in consultation with the Executive Director or other authorized person ascertains that the emergency situation has ended and is unlikely to recur. Once this determination has been made, coordination with other state authorities, one or a combination of the following options may be implemented, depending on the situation.

1. Continue to operate from the Alternate Relocation Facility (ARF) with support from other state agencies and/or LSPs, if necessary
2. Begin an orderly return to the AAA/ARC complex and reconstitute from remaining AAA/ARC or other resources
3. Begin to establish a reconstituted AAA/ARC office in some other facility in the Jacksonville, Florida vicinity

### **Development of Plans and Schedules**

The Executive Director and EOC will coordinate and develop Reconstitution and Termination Plans for the orderly transition of all AAA/ARC functions, personnel, equipment, and records from the ARF to a new or restored DOEA Office facility. Each organizational element will designate a reconstitution staff person to assist in the development of the appropriate plans and schedules.

The Executive Director will approve the plans and schedules prior to the cessation of operations.

### **Procedures to Reoccupy / or New HQ**

Upon a decision by the ECO, in consultation with the Executive Director and/or designated authority, decide that the AAA/ARC complex can be re-occupied, or that a different facility will be established as a new AAA/ARC office:

1. The Executive Director, in conjunction with the ECO/Alternate ECO, will oversee the orderly transition of all AAA/ARC functions, personnel, equipment, and records from the ARF to a new or restored AAA/ARC HQ
2. Each organizational element, in turn, will designate a reconstitution POC to work with the ECO/Alternate ECO and inform office personnel of developments regarding reconstitution
3. Prior to relocating to the current AAA/ARC HQ or another building, the Executive Director and ECO will conduct appropriate security, safety, and health assessments for suitability

When the necessary equipment and documents are in place at the new or restored headquarter facility, the staff remaining at the ARF will transfer mission essential functions and resume normal operations.

### **Post Disaster Recovery Debriefing**

An After Recovery data collection process will be initiated after Recovery post disaster. Data will be collected from employees, LSPs, and others.

The input will be incorporated into the COOP Annual Review Process.

## PANDEMIC– ANNEX

A pandemic event will result in widespread illness and associated absenteeism from school and workplace. Rates of absenteeism will depend upon the severity of the pandemic. Health officials predict that in a severe pandemic, absenteeism attributable to illness, the need to care for family members and fear of infection may reach upwards of 40 % during peaks in a community outbreak and could last up to three months. A pandemic could have far reaching impact on ElderSource’s ability to continue mission essential operations which are important to the health and welfare of elder Floridians in PSA4 during a crisis or disaster.

### **Prior to flu season, ElderSource will educate staff on the following:**

#### **Practice Healthy Habits**

A new pandemic flu virus will spread easily from person to person, mostly through coughing and sneezing releasing infected droplets. Droplets may infect others via air or could land on surfaces others touch. The best actions to prevent the spread of the flu virus are:

- **Wash hands often** with soap and water. If there is no soap and water, use an alcohol-based hand gel. Wash hands before eating, drinking, or touching the face.
- **Cover mouth and nose** when coughing or sneezing. Throw used tissues away in a trash can, and wash hands. If no tissue is available, cough or sneeze into your sleeve and not into hands.

#### **If the Flu Virus Impacts PSA4 Community**

- Limit contact among people helps to slow the spread of the virus and helps to save lives. Being around other people makes you more likely to get sick or to make others sick.
- During a flu pandemic, health officials may take actions to help limit contact among people. Daily routines may change for several months

#### **If You Become Sick or Know You are Exposed to the Flu Virus**

Most people with pandemic flu can be cared for at home. During a flu pandemic, hospitals have room to care for the most ill patients or those that require special care.

- Plan to stay home for several days and return to work when you are fever free for 24 hours. Staying home will keep you from giving it to others. Make sure others in your household also stay home when they are sick. During a severe pandemic, stay home if someone in your household is sick with pandemic flu.
- Plan who will take care of your children if you are sick. Share your plans with family members, neighbors, and friends.
- Although the flu pandemic may last several months, plan to buy and store at least a 2-weeks’ supply of food and water for yourself, your family, and pets. Also, have any prescription medicine you take. This supply will support your household when you have to stay home.
- Have basic, over-the-counter health supplies such as a thermometer, facemasks, tissues, soap, hand sanitizers, medicine to relieve fever, and cold medicine.
- Have current phone numbers and e-mails for work, teachers, and community groups.
- Ask your daycare, school, or college leaders about their plans for a flu pandemic.

**ElderSource Response**

CEMP and COOP will be implemented during an identified pandemic within PSA4 including call-downs to Local Service Providers. The Executive Director, Emergency Coordinating Officer, Alternate and other leadership staff will convene to determine strategies to deliver essential mission while protecting staff from infection. Consideration will be given to allow work from home when pandemic warrants. DOEA may request AAA staff assistance in Recovery Centers or other pandemic related projects to provide essential services to elders.

**ATTACHMENTS, FORMS & CHECKLISTS**

**ACRONYMS**

<b>AAA</b>	Area Agency on Aging
<b>AoA</b>	Administration on Aging
<b>ARC</b>	Aging Resource Center
<b>COOP</b>	Continuity of Operations Plan
<b>CEMP</b>	Comprehensive Emergency Management Plan
<b>COA</b>	Council on Aging
<b>DAC</b>	Disaster Application Center
<b>DAP</b>	Disaster Application Program
<b>DCA</b>	Department of Community Affairs
<b>DDPO</b>	Director of Disaster Planning Operations
<b>DOEA</b>	Department of Elder Affairs
<b>DEM</b>	Division of Emergency Management
<b>DRC</b>	Disaster Recovery Center
<b>ECO</b>	Emergency Coordinating Officer
<b>FDOT</b>	Florida Dept. of Transportation
<b>ESF</b>	Emergency Support Function
<b>FEMA</b>	Federal Emergency Management Agency
<b>F-SERT</b>	Forward State Emergency Response Team
<b>LSP</b>	Local Service Provider
<b>POC</b>	Point of Contact/Information Officer
<b>PSA</b>	Planning and Service Area
<b>RFP</b>	Request for Proposal
<b>RIAT</b>	Rapid Impact Assessment Team
<b>SCO</b>	State Coordinating Officer
<b>SECC</b>	Senior Emergency Coordination Center
<b>SEOC</b>	State Emergency Operations Center
<b>SERT</b>	State Emergency Response Team
<b>SUA</b>	State Unit on Aging
<b>TD</b>	Transportation Department

**EMERGENCY MEMORANDUM**

**TO:** Provider Agencies  
**FROM:** \_\_\_\_\_ Executive Director  
**SUBJECT:** Preparation to Implement Emergency Relief Measures  
**DATE:** \_\_\_\_\_

Please be prepared to implement your disaster plans and take precautionary measures in relation to \_\_\_\_\_ if you have not already done so. These activities include the following:

- Lead agencies in the PSA4 should contact the appropriate Local County Emergency Management Office to determine the evacuation status in their county;
- Report to the Area Agency on Aging Emergency Coordinating Officer or designee the status of the counties at the earliest possible time;
- Prepare to implement a call-down of at-risk and special needs clients; and
- Monitor local weather reports and activity and keep abreast of storm activity in your area.

This information is primarily for the following Counties in PSA4

Baker    Clay    Duval    Flagler    Nassau    St. John's    Volusia

**EMERGENCY MEMORANDUM**

**TO:** Area Agency on Aging Directors and Aging Network Disaster Coordinators

**FROM:**

**SUBJECT:** Implementation of Emergency Relief Measures

**DATE:** \_\_\_\_\_

Contracts in place with Area Agencies on Aging and Local Service Providers state in the event of a declared disaster or state of emergency by the President of the United States or the Governor of Florida, the Secretary of the Department of Elder Affairs has the authority to direct Area Agencies on Aging and in turn Local Service Providers to implement emergency relief measures. Due to the current situation with \_\_\_\_\_, declaration from the Governor has been issued, Executive Order \_\_\_\_\_. Therefore, I am officially instructing the Area Agencies on Aging to do the following:

Contact and coordinate levels of activation with County Offices of Emergency Management and to call all Local Service Providers and instruct them that implementation of emergency relief measures have been ordered by the Department of Elder Affairs.

Relief measures outlined in the Department of Elder Affairs Disaster Preparedness and Operations Guidelines for Local Service Providers include the following:

- Pre- and Post-event call down of at-risk clients.
- Evaluate the ability of the Area Agency on Aging and Local Service Providers to continue service delivery and report status to the Department of Elder Affairs Emergency Coordinating Officer.
- After hours coverage of Elder Helplines.
- Delivery of services to all elderly in need after the storm if necessary and possible.
- Dispatch designated Emergency Service Directors from the Local Service Provider and Area Agency to shelters within and outside the disaster area to help elderly evacuees.
- Distribution of meals before or after the event if possible.
- Assign staff to Emergency Operations Centers & Disaster Recovery Centers in the disaster area and field assistance offices set up by the state and federal emergency agencies per agreements with local county emergency management officials.

The above measures are required minimums in Local Service Provider disaster plans. Any other measures above and beyond should also be taken as necessary. The Area Agencies are to assist as needed and necessary with the Local Services Providers' implementation of emergency measures.

This information is primarily for the following PSAs (circled)

1    2    3    4    5    6    7    8    9    10    11

**Attachment D & E**

**ElderSource  
Telephone Tree  
&  
Staff Direction**

Telephone Tree

ON FILE

**Area Agency on Aging Disaster Preparedness Staff Directions:**

Personnel assignments will be determined at the time of need based on the availability of staff. Following an emergency or disaster, all staff should report to the main facility if possible as soon as possible after the emergency abates. Alternate meeting locations have been designated if the main facility (ElderSource office at Woodcock Dr.) is not accessible. Direction to alternative locations will be delivered via the established phone tree if possible. The alternate locations are listed below:

Mandarin Senior Center  
3848 Hartley Rd.  
Jacksonville, FL 32241  
904-262-7309

Baker County Council on Aging  
101 East MacClenny Ave  
MacClenny, FL 32063  
904-259-2223

ElderSource Volusia Satellite Office  
Patricia (Trish) Griffin, Medicaid Benefits Counselor  
Andrea Stankevich, Information & Referral Specialist.  
210 North Palmetto Avenue, Suite 408  
Daytona Beach, FL 32114  
Fax: 1-386-238-4929

Council on Aging of Volusia County  
160 North Beach Street  
Daytona Beach, FL 32214

Deltona Sunshine Senior Center  
980 Lake Shore Drive  
Deltona, FL 32725

It will be at this time that personal assignments will be distributed and staff will directed in a manner necessary to continue mission essential functions. When reporting to either the main facility or one of the alternate locations, all staff should carry a copy of the ElderSource emergency phone tree. This will enable contact between all staff.

**Contact Information  
for  
ElderSource Affiliates**

**PSA4 PROJECT DIRECTORS****PROVIDER****TELEPHONE****FAX****Baker County Council on Aging**

101 East MacClenny Ave

MacClenny, Fl 32063

Executive Director: Ms. Mary Baxla

E-mail: [marybbcco@nefcom.net](mailto:marybbcco@nefcom.net)

[REDACTED]

(904) 259-2223 ext 222 (904) 259-6394

**Community Legal Services of Mid-Florida, Inc.**

128- A Orange Ave

Daytona Beach, Fl 32114

Executive Director: Mr. William Abbuehl

E-mail: [billa@clsmf.org](mailto:billa@clsmf.org)

[REDACTED]

(386) 255-6573 (386) 323-5762

**Clay County Council on Aging**

604 Walnut Street

Green Cove Springs, Fl 32043

Executive Director: Mr. Al Rizer

E-mail: [alrizer@claycco.org](mailto:alrizer@claycco.org)

[REDACTED]

(904) 284-5977 (904) 284- 0296

**Urban Jacksonville, Inc.**

4250 Lakeside Drive Suite 116

Jacksonville, Fl 32210

Executive Director: Teresa Barton

E-mail: [tbarton@urbanjax.com](mailto:tbarton@urbanjax.com)

[REDACTED]

(904) 807-1200 (904) 807- 1220

**Jacksonville Area Legal Aid, Inc.**

126 West Adams Street

Jacksonville, Fl 32202

Director: Mr. Michael Figgins

E-mail: [michael.figgins@jaxlegalaid.org](mailto:michael.figgins@jaxlegalaid.org)

[REDACTED]

(904) 356-8371 x 325 (904) 356- 8285

**PSA4 PROJECT DIRECTORS**

<b><u>PROVIDER</u></b>	<b><u>TELEPHONE</u></b>	<b><u>FAX</u></b>
<b>Jacksonville Housing Partnership</b> 4401 Emerson St., Suite #1 Jacksonville, Fl 32207 Executive Director: Harry Hampel E-mail: <a href="mailto:hhampel@hpnef.com">hhampel@hpnef.com</a> 	(904) 398-9882	(904) 398- 0828
<b>City of Jacksonville Senior Services</b> 8200 Kona Ave. Jacksonville, FL 32211 Program Director: Lisa Marshall E-mail: <a href="mailto:lisam@coj.net">lisam@coj.net</a> 	(904) 726-5161	(904)
<b>Flagler County Community Services</b> 1000 Belle Terre Blvd. Palm Coast, Fl 32137 Director of Community Services: Lynda Linke E-mail: <a href="mailto:llinke@fcbcc.org">llinke@fcbcc.org</a> (work) 	(386) 586-2324 x321	(386) 437- 7461
<b>Nassau County Council on Aging</b> 1367 S. 18 <sup>th</sup> St Fernandina Beach, Fl 32234 Executive Director: Ken Willette E-mail: <a href="mailto:willettekenneth@yahoo.com">willettekenneth@yahoo.com</a> 	(904) 261-0701	(904) 261- 0704
<b>St Johns County Council on Aging</b> 180 Marine St St Augustine, Fl 32084 Executive Director: Cathy Brown E-mail: <a href="mailto:cbrown@stjohnscoa.com">cbrown@stjohnscoa.com</a> 	(904) 209-3700	(904) 209 - 3654

**PSA4 PROJECT DIRECTORS**

**PROVIDER**

**TELEPHONE**

**FAX**

**Council on Aging of Volusia County**  
160 North Beach St  
Daytona Beach, Fl 32114  
Executive Director: Gail Camputaro  
E-mail: [gcamputaro@coaiaa.org](mailto:gcamputaro@coaiaa.org)

(386) 253-4700

(386) 253- 6300



**PSA 4 MEAL SITES BY COUNTY**  
(NONE ARE SHELTERS/ALL HAVE KITCHEN FACILITY)

<b>SITE NAME &amp; ADDRESS</b>	<b>TELEPHONE</b>	<b>FAX</b>
<b>CAPACITY NUMBER</b>		
<b><u>BAKER:</u></b>		
Baker County Senior Center 101 East Macclenny Avenue Macclenny, FL 32063 #75 Mary Baxla, Mgr.	(904) 259-2223	(904) 259-6394
<b><u>CLAY:</u></b>		
Green Cove Springs Senior Center 604 Walnut Street Green Cove Springs, FL 32043 #160 Debbie Hall, Site Mgr.	(904) 284-5977, 269-6345	(904) 284-0296
William Bean Senior Center 125 Commercial Circle Keystone Heights, FL 32656 #100 Marie Heltzel, Site Mgr.	(352) 473-7121	(352) 473-7121?
Weigel Senior Center 3916 Section Street P.O. Box 403 (mailings) Middleburg, FL 32068 #100 Vivian Thomas, Site Mgr.	(904) 291-3520?	(904) 291-3520?
Orange Park Senior Center 414 Stowe Avenue Orange Park, FL 32073 #120 Susie Page, Site Mgr.	(904) 269-4731?	(904) 269-4731?

**Attachment G  
(Cont.)**

<b>SITE NAME &amp; ADDRESS CAPACITY NUMBER</b>	<b>TELEPHONE</b>	<b>FAX</b>
<b><u>DUVAL:</u></b>		
Arlington Senior Center 1078 Rogero Road Jacksonville, FL 32211 #80 Rebekah Groover, Site Coor.	(904) 723-6142	(904) 726-5122
Bernie Furlong Senior Center 281 19th Avenue South Jacksonville Beach, FL 32250 #75 Ruth Woo, Site Coor.	(904) 241-3796	(904) 241-3496
Clanzel Brown Community Center 4415 Moncrief Road Jacksonville, FL 32209 #70 Cheryl Harris, Site Coor.	(904) 764-8752	(904)924-5359
Leroy Clemons Senior Center 55 Jackson Avenue North Jacksonville, FL 32205 #70 Annette Chapman, Site Coor	(904) 693-4918	(904) 693-4916
Louise Dinah Senior Center 1805 Flag Street Jacksonville, FL 32202 #45 Gerrolynn Gadson, Site Coor.	(904) 630-0728	(904)630-0212
Hammond Senior Center 3312 West 12th Street Jacksonville, FL 32205 Letha Stanley, Site Coor.	(904) 786-8554	(904) 693-4917

**Attachment G  
(Cont.)**

<b>SITE NAME &amp; ADDRESS CAPACITY NUMBER</b>	<b>TELEPHONE</b>	<b>FAX</b>
<b><u>DUVAL CONTINUED:</u></b>		
J. S. Johnson Senior Center 1112 Jackson Street Jacksonville, FL 32220 #35 Clareth Bucker, Site Coor.	(904) 630-0948	(904) 630-0699
Charlie T. Joseph Senior Center 6943 Buffalo Avenue Jacksonville, FL 32208 #55 David Wunder, Site Coor.	(904) 765-7522	(904) 924-5355
LaneWiley Senior Center 6710 Wiley Road Jacksonville, FL 32210 #50 Yvette Rogers-Kidd, Site Coor.	(904) 783-6589	(904) 693-1424
Lincoln Villa Community Center 7866 New Kings Road Jacksonville, FL 32219 #70 Ernestine Jones, Site Coor.	(904) 765-2654	(904) 924-5356
Longbranch Senior Center 4110 Franklin Street Jacksonville, FL 32206 #25 Barbara Watkins, Site Coor.	(904) 630-0893	(904) 630-0698
Mandarin Senior Center 3848 Hartley Road Jacksonville, FL 32241 #60 Jeff Backfisch, Site Coor.	(904) 262-7009	(904) 886-3823

**Attachment G  
(Cont.)**

<b>SITE NAME &amp; ADDRESS CAPACITY NUMBER</b>	<b>TELEPHONE</b>	<b>FAX</b>
<b><u>DUVAL CONTINUED:</u></b>		
Maxville Community Center 18065 Pennsylvania Avenue Jacksonville, FL 32234 #25 Sherri Beaulieu, Site Coor.	(904) 289-7157	(904) 289-7056
Moncrief Senior Center 5713 Teeler Avenue Jacksonville, FL 32209 #50 Joan Barney, Site Mgr.	(904) 764-0330	(904) 924-5357
Oceanway Senior Center 12215 Sago Avenue West Jacksonville, FL 32218 #60 LaTonja Osbourne, Site Coor.	(904) 751-2375	(904) 696-2018
Riverview Community Center 9620 Water Street Jacksonville, FL 32208 #25 Vanessa Lawson, Site Coor.	(904) 765-7511	(904) 924-5354
Mary L. Singleton Senior Center 150 East 1st Street Jacksonville, FL 32206 #125 Carl Jackson, Site Coor.	(904) 630-0995	(904) 630-0511
Wallace Small Senior Center 1083 Line Street Jacksonville, FL 32209 #30 Gloria Gregg, Site Coor.	(904) 630-0724	(904) 630-0697

**Attachment G  
(Cont.)**

<b>SITE NAME &amp; ADDRESS</b>	<b>TELEPHONE</b>	<b>FAX</b>
<b>CAPACITYNUMBER</b>		
<b><u>FLAGLER:</u></b>		
George Wickline Center 800 South Daytona Avenue Flagler Beach, FL 32136 #128 Barbara Castillo, Sr. Meals & Recr. Mgr.	(386) 517-2083	(386) 517-2018
<b><u>NASSAU:</u></b>		
Fernandina Beach Senior Center 1367 South 18 <sup>th</sup> Street Fernandina Beach, FL 32034 #80 Debbie Davis, Meal Site Sup.	(904) 261-0701	(904) 261-0704
Westside (Hilliard) Senior Center P. O. Box 1011 Hilliard, FL 32046-1011 #40 Linda Rogers, Meal Site Sup.	(904) 845-3331	(904) 845-4491
<b><u>ST. JOHNS:</u></b>		
St. Johns County Senior Center 180 Marine Street St. Augustine, FL 32084 #150 Paula Rives, Meal Site Coor.	(904) 823-4810	(904) 823-4822

**All Dining Sites, save Volusia Sites are Dining & Senior Centers.**

**Attachment G  
(Cont.)**

<b>SITE NAME &amp; ADDRESS</b>	<b>TELEPHONE</b>	<b>FAX</b>
<b>CAPACITYNUMBER</b>		

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**VOLUSIA:**

**All Volusia Sites are Dining Only**

Windsor Apartments Dining Site 524 South Beach Street Daytona Beach, FL 32114 #70 Judy Line, Dining Site Mgr.	(386) 252-7384	Same
Holly Hill Dining Site (@Sica Hall) 1065 Daytona Ave Holly Hill, FL 32117 Joyce Smith, Dining Site Mgr.	(386) 236-2997	
Ormond Dining Site (@ Senior Center) 351 Andrews Street Ormond Beach, FL 32174 Michael Calkins, Dining Site Mgr.	(386) 677-1549	
Port Orange Dining Site @ Port Orange Adult Activity Center 4790 South Ridgewood Avenue Port Orange, FL 32119 #236 (with auditorium seating) Cindy Cory, Dining Site Mgr.	(386) 788-8892	(386) 756-5423
<b><u>New Smyrna Beach Area</u></b>		
New Smyrna Beach Dining Site (@Brannon Ctr) 105 Riverside Drive New Smyrna Beach, FL 32168 #300 Jane Watson, Dining Site Mgr.	(386) 424-2280	(386) 424-2281

**Attachment G  
(Cont.)**

<b>SITE NAME &amp; ADDRESS</b>	<b>TELEPHONE</b>	<b>FAX</b>
<b>CAPACITYNUMBER</b>		

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**VOLUSIA CONTINUED:**

West Volusia

DeLand Dining Site (Lion's Club) 400 N. Garfield Ave. DeLand, FL 32724 Sandy Taylor, Dining Site Mgr.	(386) 736-3706	
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Deltona Sunshine Center Dining Site 980 Lakeshore Drive Deltona, FL 32725 Michael D'Agostino, Dining Site Mgr.	(386) 574-0060	
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Orange City Site @ 1 <sup>st</sup> Congregational Church 259 W. University Ave. Orange City, FL 32763 #100 Melissa Townley, Dining Site Mgr.	(386) 774-0001	Same
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**Attachment H, I & J**

**AAA/DOEA/Provider Agencies  
Emergency Coordinating Officers**

DOEA Emergency Coordinating Officers  
ON FILE

# Emergency Management Coordinators by county

COUNTY	NAME	ADDRESS	PHONE	FAX
<a href="#">Baker</a>	<a href="#">Adam Faircloth</a> , Director bcem@nefcom.net	1 Sheriff's Office Drive Macclenny, 32063	904-259- 6111	904-259- 6114
<a href="#">Clay</a>	<a href="#">James H. Corbin, Jr.</a> , Director jim.corbin@co.clay.fl.us	1 Doctors Drive Green Cove Springs, 32043- 3128	904-284- 8735	904-529- 2273
<a href="#">Duval</a>	<a href="#">Martin Senterfitt</a> , Director msenter@coj.net	515 North Julia St. Jacksonville, 32202	904-630- 2472	904-630- 0600
<a href="#">Flagler</a>	<a href="#">Nathan McCollum</a> , Director nmccollum@flaglercounty.org	1769 E Moody Blvd Bunnell, 32110	386-313- 4240	386-313- 4241
<a href="#">Nassau</a>	<a href="#">Nancy Freeman</a> , Director nfreeman@nassaucountyfl.com	96135 Nassau Place, Suite 2 Yulee, 32097	904-548- 4980	904-491- 3628
<a href="#">St. Johns</a>	Ray Ashton, Director rashton@sjcfl.us	100 EOC Drive St. Augustine, 32092	904-824- 5550	904-824- 9920
<a href="#">Volusia</a>	<a href="#">Charlie Craig</a> , Director ccraig@co.volusia.fl.us	49 Keyton Avenue Daytona Beach, 32124	386-254- 1500 x 1505	386-248- 1742

**PROJECT DESIGNATED EMERGENCY COORDINATING OFFICERS**

<b><u>PROVIDER</u></b>	<b><u>TELEPHONE</u></b>	<b><u>FAX</u></b>
<b><u>BAKER COUNTY COUNCIL ON AGING</u></b> 101 East Macclenny Avenue Macclenny, FL 32063 <b>Mary Baxla</b> , Executive Director [REDACTED] [REDACTED] (904) 894-3965 (work) <b>Alt: Ron Tyson ext.223</b> [REDACTED]	(904)259-2223 ext. 222	(904)259-6394
<b><u>CENTRAL FLORIDA LEGAL SERVICES</u></b> 128-A Orange Ave. Daytona Beach, FL 32114 <b>William Abbuehl</b> , Executive Director [REDACTED] <b>Alt: Larry Glinzman</b> , Director of Communications Email: <a href="mailto:larryg@clsmf.org">larryg@clsmf.org</a> [REDACTED]	(386)255-6573	(386)257-6824
<b><u>CLAY COUNTY COUNCIL ON AGING</u></b> 604 Walnut Street Green Cove Springs, FL 32043 <b>Al Rizer</b> , Executive Director [REDACTED]	(904)284-5977	(904)284-0296
<b><u>URBAN JACKSONVILLE</u></b> 4250 Lakeside Dr., Ste.116 Jacksonville, FL 32204 <b>George Lee</b> , Disaster Plan Coordinator [REDACTED] <b>Teresa Barton</b> , Executive Director [REDACTED]	(904)807-1200	(904)807-1220

Attachment J (continued)

**PROJECT DESIGNATED EMERGENCY COORDINATING OFFICERS**

<b><u>PROVIDER</u></b>	<b><u>TELEPHONE</u></b>	<b><u>FAX</u></b>
<b><u>JACKSONVILLE SENIOR SERVICES</u></b> 1805 Flag Street Jacksonville, Florida 32209 <b>Sandra Hull-Richardson</b> , Chief Community Services [REDACTED] <b>Lisa Marshall</b> , Program Director Home Phone: (904) 642-7752 Cell: (904) 338-5483	(904)630-0932	(904)630-0212
<b><u>JACKSONVILLE AREA LEGAL AIDE</u></b> 126 West Adams St 7 <sup>th</sup> Floor Jacksonville, FL 32202 <b>Michael Figgins</b> , Executive Director [REDACTED] <b>Tess Arington</b> , Disaster role: Service Delivery [REDACTED] <b>Kathryn Jackson</b> , HR & Disaster Point Person [REDACTED]	(904) 356-8371  x 325  x 320  x 314	(904)356-8285
<b><u>JACKSONVILLE HOUSING PARTNERSHIP</u></b> 4401 Emerson St. #1 Jacksonville, FL 32207 <b>Harry Hampel</b> , Executive Director [REDACTED] <b>Gina Birmingham</b> , Vice. Pres. Home Rehabilitation [REDACTED]	(904) 398-4424	(904)398-0828

**PROJECT DESIGNATED EMERGENCY COORDINATING OFFICERS**

<b>PROVIDER</b>	<b>TELEPHONE</b>	<b>FAX</b>
<b><u>FLAGLER SENIOR SERVICES</u></b> 1000 Belle Terre Boulevard Palm Coast, FL 32137 <b>Lynda Linke</b> , Community Services Director [REDACTED] <b>Joanne Hinkel</b> , Senior Services Program Manager [REDACTED]	(386)586-2324 x321 x315	(386)437-7461
<b><u>NASSAU COUNTY COUNCIL ON AGING</u></b> 1367 South 18 <sup>th</sup> Street Fernandina Beach, FL 32034 <b>Ken Willette</b> , Executive Director [REDACTED]	(904)261-0701 x105	(904)261-0704
<b><u>ST. JOHNS COUNTY COUNCIL ON AGING</u></b> 179 Marine Street St. Augustine, FL 32084 <b>Cathy Brown</b> , Executive Director [REDACTED] <b>Pat O’Connell</b> , Program Director [REDACTED]	(904)209-3660	(904)823-4805
<b><u>VOLUSIA COUNTY COUNCIL ON AGING:</u></b> 160 North Beach St. Daytona Beach, FL 32114 <b>John Clayton</b> , EOC ext. 240 [REDACTED] <b>Gail Camputaro</b> , Executive Director [REDACTED]	(386)253-4700    x 251	(386)253-6300

**Attachments K - N**

**FORMS**

**State Unit on Aging DISASTER CHECKLIST  
PRELIMINARY REPORT**

Planning and Service Area affected:

Date of incident:

Type of disaster:

Describe area affected by the disaster (urban, rural, etc.):

Scope of disaster (town, county, multi county, state, multi state):

Number and names of counties involved:

Number of older persons in disaster area based on U.S. census county statistics (shows number that may be directly or indirectly affected.):

Estimated number of older persons directly affected:

Estimated number of older persons homeless due to disaster. How many have been or are being evacuated:

Are requests for disaster declaration likely to be submitted (check with state emergency management):

How many senior centers have been damaged or destroyed (List and describe):

How many congregate nutrition sites have been damaged or destroyed:

Describe the status of services to homebound older persons, including home delivered meals and status of follow up with recipients of these services:

When will disrupted services be restored:

Have other aging facilities been damaged or destroyed:

Have nursing homes or assisted living facilities been damaged or destroyed:  
Are older persons in these facilities being assisted?

Describe any special characteristics or circumstances that should be reported and monitored (low income, minority areas, allegations of unfair treatment, etc.).

**DISASTER INFORMATION UPDATE  
TO AREA AGENCY  
PHONE: (904) 391-6600  
FAX: (904) 391-6601**

Name:  Date:	Agency:  County:	Comments:
Location of any shelters open in your service area:	Estimate of elderly in these shelters:	
Locations in your service area without power:	Elderly without power?	
Have you had calls for assistance?  Estimated number of calls:	Calls concerning elderly?  Estimated number:	
What has been or is being done?	What do you need now or in the near future to help handle the disaster situation?	



ATTACHMENT N

DOEA FORM 590 - DISCHARGE PLANNING TOOL FOR RAPID NEEDS EVALUATION

UPON DISCHARGE FROM SPECIAL NEEDS SHELTER

**SECTION I: Part A: Client Information 1. Client's Name:** \_\_\_\_\_  
**2. Nickname:** \_\_\_\_\_ Last First Middle Initial  
**3. SSN**(last four digits only): \_\_\_\_\_ **4. Date of Birth:** \_\_\_\_\_ **5. Shelter Arrival Date/Time:** \_\_\_\_\_ **6. If**  
 someone calls to inquire if you are in this shelter, do we have permission to tell them you are here?  Yes  No **7. Do we have**  
 permission to tell them where you have relocated once you leave the shelter?  Yes  No **8.**  
 Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

**Part B: Insurance Information and ID Number** Medicare: \_\_\_\_\_  
 Medicaid: \_\_\_\_\_ Champus: \_\_\_\_\_  
 Private Insurance: \_\_\_\_\_ TriCare for Life: \_\_\_\_\_  
 Other: \_\_\_\_\_

**Part C: Pre-event Living Situation 1.**  Private Home  Manufactured Housing  Apartment/Condo  
 HUD Housing  Assisted Living Facility  Independent Living Facility/Group Home  Nursing Home  Hotel   
 Other \_\_\_\_\_  
**2.**  Own  Rent  
**3. Live Alone**  Yes  No If no, with whom do you live?: \_\_\_\_\_  
**4. Does client have access to a generator?**  Yes  No Does client have access to generator fuel?  Yes  No Does client  
 knows how to safely operate and refuel the generator?  Yes  No

**Part D: Additional Information 1.** If you can't return home when the shelter closes, do you have an alternative plan for housing?  
 Yes  No **2.** If yes, where will you go? \_\_\_\_\_

Contact information for relocation site: Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Street Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_  
**3. Do you have transportation?**  Yes  No If yes, describe: \_\_\_\_\_  
**4. Do you receive services from an outside agency?**  Yes  No  
**If yes, Agency Name(s):** \_\_\_\_\_  
 Contact: \_\_\_\_\_ Phone: \_\_\_\_\_ **5. Do you**  
 have a pet?  Yes  No Is the pet with you?  Yes  No Type of pet: \_\_\_\_\_ If you have a pet and it's not with  
 you, where is it? \_\_\_\_\_ **6. Do you have a service animal with you?**   
 Yes  No If yes, type of animal: \_\_\_\_\_ Service: \_\_\_\_\_

**Part E: Post-event Status of Housing Conditions 1.** Do you have any information concerning the status of your residence?  
 Yes  No Date/Time: \_\_\_\_\_ **2. Can you return to your residence?**  Yes  No  Unknown If no, give reason:  
 \_\_\_\_\_ No Power  Damage to  
 Residence  No Services  No Caregiver  Residence Flooded  No Water  Debris Blocking Residence   
 Other: \_\_\_\_\_

**Part F: Signature The information above is true and correct to the best of my knowledge.**  
**1. Client/Caregiver Signature:** \_\_\_\_\_  Client  Caregiver  
 Printed Name: \_\_\_\_\_ Date/Time: \_\_\_\_\_  
**2. Discharge Planner's Signature:** \_\_\_\_\_ Date/Time: \_\_\_\_\_  
 Printed Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_  
 Agency: \_\_\_\_\_ **If the client has no**  
**post shelter plan or if the plan is not viable, refer the client to the shelter discharge planner.**

**SECTION II**

**Part A: Client Information**

1. Client's Name: \_\_\_\_\_ 2. SSN(last four digits only): \_\_\_\_\_  
 3. Veteran  Yes  No 4. Date of Birth: \_\_\_\_\_

**Part B: Identify Housing Resources for Client**

1.  Family  Friends  Caregiver  
 2.  Independent Living Facility  Assisted Living Facility  Nursing Home  Other \_\_\_\_\_  
 3.  Hotel 4. Does the client need Red Cross assistance?  Yes  No  
 5. Are you willing to relocate temporarily to another county or state?  Yes  No

**Part C: Services/Supplies**

1. Is client in need of services?  Yes  No (Record services information below)

Services	Yes	No	Provider	Duration
Food/Meals				
Water				
Clothing				
Personal Care				
Toileting				
Transfer				
Walking/Mobility				
Transportation				
ESS/Food Stamps				
Medications				
Dialysis				

2. Medical Equipment Inventory (list supplier if applicable):

Equipment	Inventory	Need	Serial Number/Shelter Number	Supplier
Wheelchair				
Nebulizer/Oxygen				
Walker/Cane				

**Part D: Relocation**

1. Relocation contact information: Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Facility Name (if applicable): \_\_\_\_\_  
 Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_
2. Mode of Transportation to Relocation: \_\_\_\_\_ Transported by whom? \_\_\_\_\_
3. List any additional comments you think are relevant and/or are stated concerns of the client: \_\_\_\_\_  
 \_\_\_\_\_
4. Client/Caregiver Signature: \_\_\_\_\_  Client  Caregiver  
 Printed Name \_\_\_\_\_ Date: \_\_\_\_\_  
 **Submit Reimbursement form to the Department of Health Authorized Personnel For Signature (if needed).**
5. Discharge Planner Signature: \_\_\_\_\_ Date/Time: \_\_\_\_\_  
 Printed Name \_\_\_\_\_ Agency: \_\_\_\_\_
6. Discharge Date: \_\_\_\_\_ 7. Action Taken/Recommendation: \_\_\_\_\_  
 \_\_\_\_\_
8. Follow Up Needed: \_\_\_\_\_  
 \_\_\_\_\_

**INTRODUCTION:**

**Discharge Planning Tool for Rapid Needs Evaluation**

Natural and man-made emergencies and disasters impact homes, businesses and public infrastructure, often quickly overwhelming the response capabilities of local agencies. During such events, individuals who require assistance with activities of daily living may choose to evacuate to Special Need Shelters as a last resort. A special needs shelter is a temporary emergency facility capable of providing care to residents whose medical condition is such that it exceeds the capabilities of the Red Cross General Population Shelter, but is not severe enough to require hospitalization.

The Secretary of the Florida Department of Elder Affairs (DOEA) is required to convene Multiagency Special Needs Shelter Discharge Planning Response Teams, at any time that he or she deems appropriate and necessary, or as requested by county emergency management officials, to assist local areas that are severely impacted by a natural or manmade disaster that requires the use of special needs shelters. The teams are activated to provide resource and logistical support to local jurisdictions to assist with discharge planning and transition of clients to appropriate services and resources within their community.

The **Discharge Planning Tool for Rapid Needs Evaluation** is to be used to assist discharge planners in determining if a special needs client has a viable discharge plan to transition successfully back to their pre-event residence, or if the special needs client needs assistance in obtaining services to develop an alternate relocation plan.

**This form is intended for use at Special Needs Shelters, Disaster Recovery Centers, or also in conjunction with Community Outreach efforts to determine the status of elderly and vulnerable populations impacted by a disaster and to assist in determining their ability to successfully transition back into their community.**

**DOEA Form 590**

**SECTION 1**

The purpose this section is **to verify the ability of the special needs shelter client to return to their pre-event residence, or to determine if the special needs shelter client has a viable relocation plan should the client be unable to return to his/her pre-event residence once the special needs shelter closes.** Section 1 is to be completed by a discharge planner at the Special Needs Shelter, or a designated member of the

Multiagency Special Needs Shelter Discharge Planning Response Team, if activated. The information is to be obtained during a one-on-one interview of the client and/or the client's caregiver. **NOTE: If the special needs shelter client is unable to return to their pre-event residence, and does not have a viable alternate relocation plan for post-shelter housing, Section 2 of this form must be completed.**

**Part A: Client Information**

- 1 Record the client's full name (last name, first name, middle initial).
- 2 Record the name by which the client is commonly called (nickname).
- 3 Record the last four digits of the client's social security number. **NOTE: This number is a unique client identifier by which additional client records, such as listings of provider agency clients and services, can be accessed. The last four digits of the social security number is the preferred unique client identifier and will only be used by authorized personnel to obtain and/or ensure delivery of services on behalf of the client. If the client refuses to provide this information, ensure that the date of birth is recorded.**
- 4 Record the client's date of birth. **NOTE: This information is a unique identifier of the client and is optional if the four digits of the social security number are recorded. This information will only be used by authorized personnel to obtain and/or ensure delivery of services on behalf of the client. If the last four digits of the social security number are not recorded, ensure that the date of birth is recorded.**
- 5 Record the date and time that client arrived at the special needs shelter.
- 6 Ask the client, "If someone calls to inquire if you are in this shelter, do we have permission to tell them you are here?" Mark the client's answer. **NOTE: If the client does not give permission to tell family, friends, or others that they are at the shelter, this information *may not be released*. Ensure that shelter staff members are informed of the client's permission or refusal to release this information.**
- 7 Ask the client, "Do we have permission to tell them where you have relocated once you leave the shelter?" Mark the client's answer. **NOTE: If the client does not give permission to tell family, friends, or others where they have relocated, this information *may not be released*. Ensure that shelter staff members are informed of the client's permission or refusal to release this information.**
- 8 Request that the client sign line 8 to indicate that the responses to items 6 and 7 are correct as marked. If the client is unable to sign, the caregiver may sign for the client. Record both the date and time line 8 is signed.

### **Part B: Insurance Information and ID Number**

Ask the client to provide the names and policy/identification numbers of **all** health/medical insurance policies in force or coverage available for the client and mark the appropriate responses. If “Other” is marked, record the name and policy number of the insurance company. Examples of other insurance might include long-term care insurance or disability insurance. If the client has no insurance coverage or policies in force, mark “Other” and record “no insurance” on the line next to the marked box “Other”.

### **Part C: Pre-event Living Situation**

1 Ask the client about the type of housing (home, apartment, assisted living facility, adult family care home, etc.) the client had prior to entering the special needs shelter (pre-event) and mark the appropriate response. If “Other” is marked, specify the type of housing.

2 Ask if the client owns or rents their housing and mark the response. **NOTE: If the client does not own or rent his/her housing, but lives in someone else’s home, leave this item unmarked.**

3 Ask if the client lived alone prior to entering the special needs shelter and mark the response. If the client did not live alone, record with whom the client resides (spouse, family, friend, other).

4 Ask if the client has access to a generator and mark the response. If yes, ask if the client has access to fuel, and knowledge of how to safely operate and refuel the generator and mark the responses. **NOTE: Access to a functioning generator could enable the client to return to their pre-event residence if the residence is lacking power, but is otherwise habitable. The Discharge Planner should ensure that the client is made aware that safety precautions must be taken when operating emergency generators. (See Appendix 2, American Red Cross, “Using a Generator When Disaster Strikes” in English and Spanish.)**

### **Part D: Additional Information**

1. Ask if the client has an alternate plan for housing if the client is unable to return to their **pre**-event residence and mark the response.

2. If the client has an alternate plan for housing, record a general description of where the client will go (ex: daughter’s home, sister’s apartment, hotel) and the contact information for the relocation site. Record the contact name and phone number for the individual at the alternate relocation site. Record the street address, city, and state.

3. Ask if the client has arranged for transportation from the special needs shelter once the client leaves the shelter and mark the response. If the client has a transportation plan, describe/explain the plan. **NOTE: This information must be verified by the discharge planner prior to releasing the special needs client from the shelter to ensure that the transportation is appropriate to meet the needs of the client including the safe transport of their medical equipment.**
4. Ask if the client receives services or assistance from an outside agency and mark the response. If the client receives services or assistance, record the name of the agency(s) and the agency's contact information.
5. Ask if the client has a **pet** and mark the response. If the client has a pet, mark if the pet is with the client and record the type of pet. If the pet is not with the client, record the location of the pet. **NOTE: In some cases, pets may not be allowed to accompany the client to an alternate relocation site. To minimize the emotional impact on the special needs client of becoming separated from their pet(s), the status of the pet's care should be confirmed when making discharge plans for the client. Plans, which may involve contact with family members, friends, or local animal control or county animal shelter officials if necessary, should be made to ensure the safety of the pet(s).**
6. Ask if the client has a **service animal** and mark the response. If the client has a service animal, record the type of service animal (dog, bird, horse, monkey, etc.) and the service the animal provides for the client. **NOTE: Service animals must be allowed to accompany the client to an alternate relocation site. Transportation arrangements must account for the needs of the client and the service animal.**

#### **Part E: Post-event Status of Housing Conditions**

- 1 Ask if the client has information about the **post**-event condition of the their residence and mark the response, recording the date and time.
- 2 Ask if the client can return to their pre-event residence and mark the response. If the client cannot return to the pre-event residence, record the reason and/or mark all the issues that are listed and apply. If "Other" is marked, record the issue. **NOTE: Additional contact information may be needed to contact neighbors of the special needs client to assist in determining the status of the pre-event residence and neighborhood. Other means of determining the habitability of the pre-event residence include: checking with the local emergency operations center to determine the status of the neighborhood, requesting that local responders (fire, police, public works, or volunteers if available) check the residence, or calling the home to learn if the client's answering machine**

**works to determine if there is power to the home. Discharge Planners should check with shelter operations staff to determine if additional resources are available. Services may be needed to remove debris, restore power, or install tarps on roofs before the client can safely return to the pre-event residence.**

### **Part F: Signature**

1 Request that the client sign the Discharge Planning Tool Rapid Needs Evaluation form attesting to the statement, “The information above is true and correct to the best of my knowledge.” If the client is unable to sign, the caregiver may sign for the client. Mark who signed—client or caregiver. Print the name of the person signing the form. Record the date and time.

2 The Discharge Planner completing the Discharge Planning Tool for Rapid Needs Evaluation form must sign the document, print their name, record the date and time, record their contact number (office or cell), and record the name of their employing agency.

**NOTE: If the special needs shelter client has a viable plan for post-shelter housing as determined in Section 1, the residence is habitable and continuity of care is ensured, do not complete Section 2.**

**If the special needs shelter client is approved to return to the pre-event residence or has a viable alternate plan for housing, the Discharge Planner should give the client’s signed Discharge Planning Tool for Rapid Needs Evaluation to the County Response Team Lead (Department of Elder Affairs CARES, Ombudsman or Area Agency on Aging, or another agency’s representative who has been designated the Lead for the Response Team). The County Response Team Lead will retain completed Discharge Planning Tool for Rapid Needs Evaluation Forms.**

**If an alternate plan for housing is required, continue completing the form beginning with Section 2.**

### **SECTION 2**

The purpose of this section is **to assist in the development of an alternate plan for housing** that will include the provision of essential services and ensure continuity of care for special needs shelter clients who are unable to return to their pre-event residence or do not have a viable existing alternate plan for housing once the special needs shelter closes. Section 2 is to be completed by a designated member of the Multiagency Special Needs Shelter Discharge Planning Response Team. The information is to be obtained during a one-on-one interview of the client and/or the client’s caregiver.

**NOTE: If the special needs shelter client has a viable plan for post-shelter housing, the residence is habitable and continuity of care is ensured (as noted in Section 1 above), do not complete Section 2.**

### **Part A: Client Information**

1 Record the client's full name (last name, first name, middle initial). **NOTE: This information is requested to ensure that Section 1 and Section 2 are correctly matched should the *Discharge Planning Tool for Rapid Needs Evaluation* form be copied on two pages rather than on one page, front and back, or if partial information is copied to assist in obtaining services.**

2 Record the last four digits of the client's social security number. **NOTE: This information is requested to ensure that Section 1 and Section 2 are correctly matched should the *Discharge Planning Tool for Rapid Needs Evaluation* form be copied on two pages rather than on one page, front and back, or if partial information is copied to assist in obtaining services. The last four digits of the social security number are a unique client identifier by which, additional client records, such as listings of provider agency clients and services, can be accessed. The last four digits of the social security number is the preferred unique client identifier and will only be used by authorized personnel to obtain and/or ensure delivery of services on behalf of the client. If the client refuses to provide this information, ensure that the date of birth is recorded.**

3 Ask if the client is a veteran and mark the response. **NOTE: If the client is a veteran, the options for post-event relocation could include placement in a Veterans' Affairs hospital or nursing home. If appropriate, these options should be pursued prior to utilizing available beds in non-veteran hospitals or nursing homes if possible.**

4 Record the client's date of birth. **NOTE: This information is requested to ensure that Section 1 and Section 2 are correctly matched should the *Discharge Planning Tool for Rapid Needs Evaluation* form be copied on two pages rather than on one page, front and back, or if partial information is copied to assist in obtaining services. The date of birth is a unique identifier of the client and is optional if the social security number is recorded. This information will only be used by authorized personnel to obtain and/or ensure delivery of services on behalf of the client. If the social security number is not recorded, ensure that the date of birth is recorded.**

### **Part B: Identify Housing Resources for Client**

This section requires the ability of the Discharge Planner to determine the needs of the special needs client, client's preferences for relocation options, availability of finances and/or insurance, and the duration of care and services needed if the client cannot return to

their pre-event residence. Additional forms (ex: Form CF-ES 2237 ACCESS Florida Application, CARES 701B Comprehensive Assessment or other agencies' assessment forms) may be required to assist a client with qualifying or determining eligibility for services and assistance (ex: food stamps) and recommending an appropriate level of care needed (ex: independent living facilities, assisted living facilities, nursing homes, hospitals, etc.). Inquiry should be made by the discharge planner to determine if a county guide is available to identify local resources that can assist clients with services such as housing, transportation, basic living activities, debris removal, nutrition, and community and volunteer outreach.

1. Inquire if the client has family, friends or a caregiver with whom the client can reside once the special needs shelter is closed and mark the response.

**NOTE: If the client does not have family, friends or a caregiver to rely upon as a resource to develop an alternate plan for housing, then some or all of the following choices in questions #2, #3, #4, and #5 may be options for the client to consider:**

2. If the response to #1 is "no," ask if the client would consider residing in an independent living facility, assisted living facility, nursing home, and/or some other facility (as appropriate for the client based on the client's needs) and mark the response. **NOTE: This option will be conditional upon the ability of the client to pay for housing, or may be contingent upon funding available from local resources or the Department of Health. If the client does not have resources to fund their relocation to a facility, a separate Reimbursement Form must be completed, submitted to, and agreed to by local resources or the Florida Department of Health before placing a special needs shelter client in a facility. NOTE: If a health care professional determines at any time that the shelter client's medical condition has deteriorated and hospitalization may become necessary, Response Team members should arrange appropriate transportation or contact EMS for transport to the hospital emergency department. If a special needs shelter client is hospitalized, this should be noted under "Other."**

3. If the response to #2 is "no," ask the client if they are willing to relocate to a hotel at their own expense or if local resources are available to fund their stay (if this is appropriate for the client). **NOTE: This option will be conditional upon the ability of the client to pay for temporary housing at a hotel, or may be contingent upon funding available from local sources or the American Red Cross. Costs should be considered for food and other basic necessities. The client should be evaluated for their ability to obtain basic necessities on their own in order to determine the appropriateness of this temporary placement.**

4. Determine if the client requires American Red Cross assistance to pay for hotel costs or for other relocation expenses and mark the appropriate response.

**NOTE: If the client appears to need financial or other assistance from the American Red Cross, an American Red Cross case manager must be contacted to conduct the appropriate client assessment and processing.**

5. In the event that local resources are not available or inappropriate for the needs of the special needs client, ask if the client would be willing to relocate outside the county or state and mark the response. **NOTE: If the client is willing to relocate outside the county or state, additional options for post-shelter relocation may be available. If this option is the only viable plan, the discharge planner should immediately contact the ESF#8 administrator at their county emergency operations center to determine availability of resources outside the county of residence.**

### **Part C: Services/Supplies**

1 Determine if the client will require services upon discharge from the special needs shelter. These services may include pre-existing services that must be continued to ensure the continuity of care the client was receiving pre-event, or may be new services which have been identified to ensure the successful transition of the special needs client post-event. **Mark “yes” or “no” for each service listed.** If a specific provider is required for a service, or was providing a service pre-event to the special needs shelter client, record the name of the provider and phone number (if known). Record the length of time and frequency that each service will be required. This information is critical to ensuring the client’s continuity of care and reviewing the needs of the special need shelter client to determine if any additional services will be required.

2 Determine if the client will require medical equipment upon discharge from the special needs shelter or brought medical equipment with them to the special needs shelter. If the client brought medical equipment with them, check “inventory” for the appropriate item or write in the item on the blank lines that are provided. If the client requires additional equipment, check “need” for the appropriate item or write in the item on the blank lines that are provided. Record the serial number of the equipment that arrived with the special need shelter client at the time of admission, or list the shelter number of the equipment provided to the client upon admission to the special needs shelter (if appropriate). Record the name and phone number of the medical equipment provider (if known).

**NOTE: If the client refuses services or medical equipment, please make notation in Section II, Part D, #7 under Action Taken/Recommendation that the client has refused services and/or medical equipment.**

### **Part D: Relocation**

- 1 Record the contact information for the relocation site to which the client will be discharged. Include the name and phone number of the contact person for the relocation site or residence. If the relocation site is a facility, include the name of the facility. Record the address, city and state.
- 2 Record the mode of transportation to the relocation site and the name of the transportation provider. **Note: This information must be verified by the discharge planner prior to releasing the special needs client from the shelter to ensure that the transportation is appropriate to meet the needs of the client including the safe transport of their medical equipment.**
- 3 Record additional relevant comments or client stated concerns that should be taken into consideration in discharging the special needs client to an appropriate facility or residence.
- 4 Ask the client or caregiver to sign the form to indicate that the information contained in Section II is correct and accurate to the best of their knowledge, and that they agree with the alternate plan for housing. Mark who (client or caregiver) signs the form. Print the signature name and record the date signed.
- 5 The discharge planner must sign the form, print their name, record the date and time the form was signed, and record the name of their employing agency. If a Reimbursement Form is required to be submitted to the Florida Department of Health, mark the box next to the reimbursement form statement and verify that the Florida Department of Health has agreed to the terms of the reimbursement agreement. (Separate instructions are available for completing the Florida Department of Health reimbursement form.) Copies of the Reimbursement Form should be given to the County Response Team Lead (Department of Elder Affairs CARES, Ombudsman or Area Agency on Aging, or another agency's representative who has been designated the Lead for the Response Team), the Florida Department of Health, the receiving facility, and the special needs client. Inquiry should be made if the special needs shelter requires a copy for the client's file.
- 6 Record the date and time the client was discharged from the special needs shelter.
- 7 Record the summary of the action taken on behalf of the client and/or additional recommendations of the discharge planner (ex: notes regarding care, pets, location of relatives, or other helpful information). In the event that client has refused services or medical equipment, please make the appropriate notation of such refusal.
- 8 Record specific information about required follow-up actions needed to ensure that the client relocation is successful and that continuity of care and services is provided.

**The Discharge Planner should give the client's signed Discharge Planning Tool for Rapid Needs Evaluation to the County Response Team Lead (Department of Elder Affairs CARES, Ombudsman or Area Agency on Aging, or another agency's representative who has been designated the Lead for the Response Team). The County Response Team Lead will retain completed Discharge Planning Tool for Rapid Needs Evaluation Forms.**

## **Checklists**



**Emergency Activity Checklist – Preparation Phase  
Office Preparations**

Assigned Staff	Not Started/ Schedule	In Progress	Done	Tasks
<b>ECO</b>				Contact appropriate county EOC(s)
<b>ECO</b>				Contact other disaster plan agencies (Red Cross, United Way)
<b>EHLS</b>				Elder Help Line staff prepared with most current information to provide callers <ul style="list-style-type: none"> <li>• Evacuation routes</li> <li>• Shelters/special needs shelters</li> </ul>
<b>ECO</b>				ElderSource ECO maintains contact w/ DoEA
<b>ED</b>				Executive Director makes decision to implement ElderSource CEMP
<b>MIS</b>				COOP hotline established if feasible
<b>G &amp; C Mgr</b>				Prepare up to date hard copy of client contact data from CIRTSS for LSPs in impacted area to contact their clients
<b>MIS</b>				Use GIS mapping to indicate impacted areas w/ high saturation of elderly; offer data to county EOC/1 <sup>st</sup> Responders
<b>MIS G &amp; C Mgr.</b>				For localized disaster, prepare CIRTSS report with clients in affected area
<b>MIS</b>	48 hrs prior			Removal to alternative site of computer related equipment as possible Priority: AAA/ARC Servers, LAN work station, all laptops by assigned user
<b>Dir. Oper.</b>				Purchase and utilize plastic covering and mitigate loss of all computer equipment not removed from office
<b>MIS All Staff</b>				Assure communications tools are ready: cell phones @ full charge, lap tops @ full charge
<b>ECO</b>				Communication w/ Alternate Site Location
<b>ECO</b>				Advise Relocation Group Staff of readiness RG-A: {Amy Moring, Linda Levin- <i>if NOT needed elsewhere</i> }Bill Hardy, Kara Ebright, Helen Ridley, Judy Long, Clare Cooper, Bruce Ford, Tom Ogden}
<b>Alt. ECO</b>				RG-B: {Cindy Morrison, Ann Rollinson, Brenda Donaldson, JaLynn Santiago, Mike Surles, Elveta Drayton, Hope Jackson}

Assigned Staff	Not Started/ Schedule	In Progress	Done	Tasks
<b>Dept. Heads</b>				Verify contents of Take Away Emergency Kit(s): <ul style="list-style-type: none"> <li>• 7 kits for Advance Team members</li> <li>• ES phone tree</li> <li>• Provider contact info</li> <li>• County EM contact info</li> <li>• Laptop</li> <li>• Portable scanners &amp; printers</li> <li>• GPS units</li> <li>• Change of clothing</li> <li>• Personal insurance cards/ElderSource ID &amp; personal ID</li> </ul>
<b>ECO</b>				Hardcopies prepared to take away: <ul style="list-style-type: none"> <li>• Emergency Plan documents (CEMP, COOP &amp; LPS plans)</li> <li>• Disaster tracking log (50)</li> <li>• Providers EM Plans/contact info</li> <li>• Form to record EM related costs/expenses</li> <li>• SUA Disaster-Preliminary Report Form (one for each Contracted Provider)</li> <li>• Disaster Information Update Form (25)</li> </ul>
<b>Dir. Oper.</b>				Fiscal & legal record mitigation <ul style="list-style-type: none"> <li>• Accounts receivable</li> <li>• Contracting and acquisition files</li> <li>• Personnel files</li> <li>• Social Security</li> <li>• Payroll/retirement</li> <li>• Insurance records</li> <li>• Inventory records</li> <li>• Property management</li> </ul>
<b>EHLS G &amp; C Mgr</b>				Client files mitigation-be sure all files on site are protected in locked area
<b>ECO ED</b>				Nonessential Staff alerted to conditions and plans (remain phone accessible)
<b>Dir Oper.</b>				Prepare to contact Providers – wait for directive to phone

Assigned Staff	Not Started/ Schedule	In Progress	Done	Tasks
All Staff				Prepare individual office space: <ul style="list-style-type: none"> <li>• Secured furnishings</li> <li>• Put all papers, books, etc NOT in files, should be placed inside desk/filing cabinet</li> <li>• Close/lock cabinets &amp; desks</li> <li>• Save critical work saved to network</li> <li>• Unplug and cover telephones, computers, printers, electronics w/ plastic &amp; protect cords under plastic</li> <li>• Close all doors (internal/external) &amp; blinds</li> <li>• Remove any flammable materials (lighters, hand sanitizer, alcohol, cleaners)</li> <li>• Assist others as needed</li> <li>• Assure common areas are secure – no loose items, doors closed etc.</li> <li>• Locate/create tool kit</li> <li>• Portable Radio – EOC office</li> <li>• First Aid Kit – EOC office &amp; kitchen</li> <li>• Flashlight &amp; batteries – EOC office</li> <li>• Fire extinguishers</li> </ul>
All Staff				When you leave <ul style="list-style-type: none"> <li>• Take all valuables with you</li> <li>• Take laptops, portable printers &amp; scanners etc. with you</li> <li>• Take any supplies you will need off site (pens, paper, monitoring reports, print out copies of resource directory, client intake forms, etc.)</li> <li>• <b><u>Take the phone tree</u></b></li> </ul> <p><b>*Check out with supervisor BEFORE leaving</b></p>



**Emergency Activity Checklist – Response Phase  
COOP AAA/ARC Responsibilities**

**Upon receipt of DoEA “Implementation of Emergency Relief Measures”**

<b>Assigned Staff</b>	<b>Not Started</b>	<b>In Progress</b>	<b>Done</b>	<b>Tasks</b>
<b>EHLS</b>				Elder Helpline telephone access, connectivity to 2-1-1
<b>MIS</b>				Internet access (REFER I & R)
<b>MIS</b>				Restoration of network incl. GroupWise, CIRTSS, CMS
<b>G &amp; C Mgr / MWS</b>				Maintain access to Medicaid Waiver active contracts
<b>G &amp; C Mgr</b>				Maintain access to current contracts & ensure new/modified contracts/amendments are successfully executed
<b>Dir. Adv. &amp; CR</b>				Advocate for elderly in stricken location
<b>ECO</b>				Coordinate w/ local, state, federal authorities
<b>ECO Dir. Oper</b>				Coordinate w/ LSPs, DoEA, Red Cross, United Way & VOAD
<b>ECO EHLS</b>				Establish/maintain communications w/ public & private emergency service providing agencies
<b>ECO</b>				Liaison from disaster areas to DoEA, relaying direction & guidance to field staff and updating DoEA of disaster impact & area needs
<b>All Staff</b>				Maintain ongoing log of disaster related activities – Report to DoEA
<b>ECO G &amp; C Mgr.</b>				Help LSPs establish direct lines of communication w/ local agencies/officials related to disaster relieve/assistance
<b>Dir. Oper</b>				Provide technical assistance to LSPs regarding emergency purchases
<b>EHLS</b>				Disseminate providers w/ available info & assistance for elderly victims
<b>EHLS</b>				ID shelter locations accessible to elderly and if requested, assist w/ shelter, tracking of elder evacuees & repopulation
<b>ECO</b>				Provide assistance coordinating volunteers/donations as directed by Local Lead Agency (coordinator of Emergency Support Function, ESF)



**Emergency Activity Checklist-Response Phase  
Alternate Site Relocation**

Assigned Staff	Not Started	In Progress	Done	Tasks
<b>ED</b>				Executive Director initiates agency transfer to alternate site Timeline:
<b>EOC</b>				Contact Alternate Site re ElderSource HQ status & use of their site
<b>ECO RG-A</b>				ECO notifies RG-A: {{Amy Moring, Linda Levin- <i>if NOT needed elsewhere</i> }Bill Hardy, Kara Ebright, Helen Ridley, Judy Long, Clare Cooper, Bruce Ford, Tom Ogden} relocate to designated alternate site w/i 12 hours <ul style="list-style-type: none"> <li>Fully charged cell phones &amp; laptops</li> <li>Take away kits (details in Prep √List)</li> <li>Hard copy forms: disaster logs, disaster update, &amp; expense record log</li> </ul>
<b>Alt. ECO RG-B</b>				Alt. ECO phones RG-B: {Cindy Morrison, Ann Rollinson, Brenda Donaldson, JaLynn Santiago, Mike Surlis, Elveta Drayton, Hope Jackson} to be prepared to report to alternate site; choose assembly site, date, & time
<b>ED/ECO Phone Tree</b>				Call down to all non-relocated staff to give update & status
<b>ECO ED</b>				Contact DoEA EOC to notify that ElderSource relocation is in progress
<b>G &amp; C Mgr.</b>				Contact LSPs to notify that ElderSource relocation is in progress
<b>ED</b>				Contact DoEA Secretary to notify that ElderSource relocation is in progress
<b>Dir. Adv. &amp; CR</b>				Notify media, vendors & critical customers that ElderSource has temporarily relocated
<b>RG-B</b>				2 <sup>nd</sup> Relocation Team supplements Advance Relo Team for continuing essential functions AAA/ARC as soon as possible



**Emergency Activity Checklist-Response Phase  
Call Downs/Initial Reporting**

Assigned Staff	Not Started	In Progress	Done	Tasks
<b>ECO ED</b>				EOC/Executive Director receive call from DoEA with directives
<b>ED</b>				Executive Director makes decision to implement ElderSource COOP
<b>ED/ECO</b>				Executive Director/EOC initiate agency phone tree
<b>'A' Phone Tree staff</b>				Management staff report phone tree contact results back to Executive Director or EOC
<b>G &amp; C Mgr.</b>				Grants & contracts staff, upon direction from Executive Director, call down contracted providers, utilize SUA Disaster Checklist Preliminary Report <ul style="list-style-type: none"> <li>• Inquire to staff safety</li> <li>• Facility(s) status</li> <li>• Ability to provide services</li> <li>• Instruct to maintain ongoing log of disaster activities (Disaster Daily Activities Log Form)</li> </ul>
<b>G &amp; C Mgr.</b>				Contract staff report to Executive Director/EOC status of contracted providers' ability to delivery services
<b>G &amp; C Mgr. ECO</b>				Identify potential gaps in service delivery <ul style="list-style-type: none"> <li>• Time frame</li> <li>• Resources</li> <li>• Solutions</li> </ul>
<b>G &amp; C Mgr. ECO</b>				Assessment of unmet emergency needs in service area using Disaster Checklist Preliminary Report (Attachment K)
<b>ED ECO</b>				Executive Director & ECO evaluate disaster scope & HQ's operational status
<b>ECO</b>				Report needs to DoEA/FEMA
<b>ECO</b>				Act as liaison from DoEA to stricken areas of PSA4
<b>EHLS</b>				Update Elder Help Line staff with up to date information/resources



**Emergency Activity Checklist – Recovery Phase  
Restoring Essential Services I**

<b>Assigned Staff</b>	<b>Not Started</b>	<b>In Progress</b>	<b>Done</b>	<b>Tasks</b>
<b>ECO</b>				Continue - Liaison from disaster areas to DoEA, relaying direction & guidance to field staff and updating DoEA of disaster impact & area needs
<b>All Staff</b>				Continue - Maintain ongoing log of disaster related activities – report to DoEA
<b>ECO G &amp; C Mgr.</b>				Complete detailed assessments to determine need for supplemental federal assistance
<b>ECO ED</b>				Request disaster relief from State/Federal agencies for reimbursement of services or relief to elderly disaster victims & obtain procedures for requesting federal disaster assistance (FEMA)
<b>EHLS Dir. Oper.</b>				Coordination of resources, materials, & federal assistance information
<b>ECO</b>				Record best practices & pit falls to mitigate future loss & to reduce future risks from disasters
<b>ECO</b>				Continue - Provide assistance coordinating volunteers/donations as directed by Local Lead Agency (coordinator of Emergency Support Function, ESF)



**Emergency Activity Checklist – Recovery Phase  
Restoring Essential Services II**

<b>Assigned Staff</b>	<b>Not Started</b>	<b>In Progress</b>	<b>Done</b>	<b>Tasks</b>
<b>G &amp; C Mgr.</b>				Assist LSPs to re-establish themselves
<b>ECO</b>				Record best practices from LSPs disaster management practices
<b>ECO</b>				Summarize ElderSource & LSP comments on emergency plan, preparedness, response, & recovery in report
<b>Dir. Adv. &amp; CR</b>				Continue - Advocate for elders affected by disaster and having difficulty obtaining services they need
<b>Dir. Oper. EHLS</b>				Continue - Coordination of resources, materials, & federal assistance information
<b>ECO</b>				Continue - Provide assistance coordinating volunteers/donations as directed by Local Lead Agency (coordinator of Emergency Support Function, ESF)
<b>All Staff</b>				Continue - Maintain ongoing log of disaster related activities – report to DoEA
<b>ED</b>				Executive Director coordinates reconstitution for transition back to HQ or new permanent location
<b>ECO</b>				Plan meeting w/ other emergency providers to debrief and discuss best strategies to mitigate hazards in future disasters

**Alternative Site Location  
Agreements**

Alternative Relocation Site Agreements  
ON FILE

**DEPARTMENT OF ELDER AFFAIRS**  
**Comprehensive Emergency Management Plan**  
**(CEMP)**

**On File**

**PSA4**  
**LOCAL SERVICE PROVIDER**  
**DISASTER PLANS**

**On File**