



**COMPREHENSIVE EMERGENCY
MANAGEMENT PLAN
(CEMP)**

PSA4

Baker
Clay
Duval
Flagler
Nassau
St. Johns
Volusia

**Revised
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Thomas Ogden, Emergency Coordinating Officer

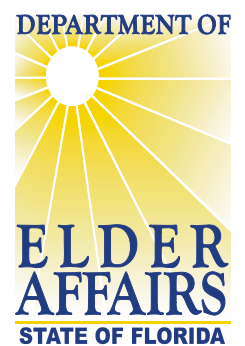


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INTRODUCTION AND OVERVIEW

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 ordinarily are 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 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. 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 terrorist 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 fully onto a DLT drive (Digital Linear Tape) on a weekly basis which is stored offsite;
- Servers are also backed up INCREMENTALLY (i.e., everything backed up that is new or changed since the last full backup) onto DLT tape on a nightly basis.
- Servers can be restored by loading the essential operating system then using the full backup or by using the backup plus the latest incremental backup, whichever is appropriate;
- Restoration of operating environment would consist of simply 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 (Wintel 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; and
- 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 make 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

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.

CATEGORY	WIND SPEEDS	PRESSURE IN MILLIBARS	PRESSURE IN INCHES
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 believe they will not be affected by an approaching hurricane. In addition, wind forces that are sustained can cause server 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.

OTHER DISASTERS

Other disasters may occur which are not weather related. Incidents such as fires, 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.

JUSTIFICATION

Florida is the most vulnerable and hurricane-prone state in the nation. Based on that fact, 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 DISASTER PLAN and in the attached excerpts from the “Department of Elder Affairs Disaster Plan.” (See attached.) The Department’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 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.

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

SCOPE

ElderSource/Aging Resource Center is the entity designated by the Department of Elder Affairs 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 the Department of Elder Affairs, to assist in actualizing, as full as possible within these seven counties, the SCOPE of the Department's Statewide Disaster Plan.

The Department 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). The Department will support state and federal efforts in the event of a major or catastrophic disaster. As the lead agency in the Aging Network, the Department will respond to the needs of the AAA's/ARC's and Local Service Providers (LSPs) when impacted by a disaster.

The Department 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; and
- 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; and
- 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; and
- 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 physical site is 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. Local Service Provider disaster plans will be annually reviewed by the AAA/ARC. The AAA/ARC contract with the Department of Elders Affairs contains language providing for the activation of the AAA/ARC disaster plan by the Secretary of the Department. By direction of the Department, 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, the Department of Elder Affairs 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 the Department of Elders Affairs shall have such authority to order the implementation of such measures. All actions directed by the Department under this section shall be for purpose of ensuring the health, safety and welfare of elderly in the potential disaster area or actual disaster area.

RESPONSIBILITIES

Upon receipt of an “Implementation of Emergency Relief Measures” memorandum from the Department of Elder Affairs, 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 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 Local Service Providers in potential impact areas and transmit the “Implementation of Emergency Relief Measures” memorandum to them.

Instruct affected Local Service Providers to implement their respective Disaster Plan and client call-down procedures as required.

Instruct affected Local Service Providers to maintain ongoing log of disaster activities.

Collect and report to the Department of Elder Affairs the results of Local Service Provider call-downs and operational activities within the PSA.

Maintain communication with affected Local Service Providers, liaison information to the Department of Elder Affairs and request Department assistance as needed.

Act as liaison between the Department of Elder Affairs 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 Local Service Providers 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 affect 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.

Within the confines of the Fair Labor Standards Act of 1938, Title 29, Part 541, (29 CFR) 541.1, 541.2, 541.3, the Area Agency will follow and encourage Local Service Providers to also follow the Department of Elder Affairs policy for compensating staff emergency workers, as defined on page 3 in the attached Department of Elder Affairs Disaster Plan.

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" (see attachment). 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 “SUA Disaster Checklist Preliminary Report” and the “Disaster Information Update” forms, designed to facilitate the relay of information about stricken areas to the Department of Elder Affairs, 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 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 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 train agency staff to run the backup procedures. The Director of Finance or designated alternate will take the backup LAN and fiscal tapes from the AAA/ARC when leaving for the day and return them to the MIS Director and the Director of Finance at the beginning of the next day. 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.

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:

Primary (non-network) fiscal work station.

AAA/ARC Servers

LAN work station

Secondary (Contracts and HCE) fiscal work stations

Removal of all other work stations will be the responsibility of the work station users, as time allows, with the MIS Director's assistance as available.

Removal and safe storage of software and floppy disk files are the responsibility of the work station user, 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, at one of more staff meetings prior to the onset of hurricane season. Training will include review of the agency plan and current pertinent information, personnel assignments, departmental responsibilities and use of the agency call down tree, contact lists, CIRTIS provider disaster reports and data collection.

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

The AAA/ARC is currently working with the American Red Cross and local Emergency Management to facilitate the availability and accessibility of disaster related training to AAA/ARC staff. The EMC will provide quarterly schedules of Emergency Management Training. Staff will be encouraged to participate in classes of individual interest with the goal of developing a level of varied internal expertise. All staff will be required to complete at least the basic “Introduction to Disaster Services” training course.

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 annually with the Department of Elder Affairs “Elder Update Disaster Preparedness Guide for Elders” and other information on preparing their homes and families for dealing with disaster situations. 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, Division of Emergency Management, and the University of Florida and will be inclusive, but not limited to:

“Hurricane Winds and Your Home–A Self-Inspection Checklist”

“Keys to Hurricane Safety”

“How Safe is Your Home?”

“Food and Water Safety for Flood Victims”

“Handling Food Through Hurricanes and Floods”

“Drinking Water for Emergency Use”

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. At the last Project Directors' Meeting prior to the onset of hurricane season the AAA/ARC will disseminate disaster information and reminders for Local Service Providers 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.

OTHER DISASTER / EMERGENCY CONDITIONS NOT RELATED TO WEATHER OR OTHER NATURAL CAUSES

Situations may occur that, while not viewed in the same manner as a hurricane or flood, could have a significant negative impact on client services and well being unless preventative or corrective actions are taken in a timely manner.

Service Vendor default:

This type of “emergency” situation is not rare in the service industry and particularly in an area where client choice is incorporated in all programs as it is in PSA4. These situations or breaks in service may be of a temporary or permanent nature. It is the responsibility of the (lead) agency that has authorized service(s) to verify that services are being delivered and to take responsive action if they are not, and to inform the AAA/ARC of any need to implement extraordinary measures that may be needed to ensure continuation of client services.

Temporary - In the case of a repeated no-show by an authorized vendor, the authorizing (lead) agency will contact the AAA/ARC for permission to offer a TEMPORARY service authorization to another agency, just as a Local Service Provider would send in an alternate aide if the Local Service Provider were staffing the service and the assigned aide did not show. It is important that the Local Service Provider notify the AAA/ARC of repeated no-show performance or other repeated con-compliance issues, so that problems can be corrected or other vendors engaged for that service area.

Permanent - In the case of a permanent default or intent to default becomes known to the Local Service Provider or AAA/ARC, each will inform the other immediately and together develop a transition plan to meet the needs of affected consumer population. After investigative inquiry the AAA/ARC may choose to terminate the Vendor Agreement. If there are no alternative service providers currently enrolled, the AAA/ARC will solicit additional vendor(s) by routine contracting procedure or emergency procurement.

Provider/Local Service Provider Default

If a program grantee/ Local Service Provider should become financially insolvent or otherwise incapacitated, the primary concern of the AAA/ARC will be for the continuation of client services. -This is a major emergency situation, to be handled in accordance with Agency emergency service provisions, as follows:

PROCEDURES FOR CONTINUATION OF SERVICES TO CLIENTS IN THE EVENT OF THE COLLAPSE OF A GRANTEE AGENCY/CORPORATION

Plan to maintain continuation of services to clients/customers of state and/or federal programs for elders in the event of the shut-down or dissolution of a grantee agency or corporation, and assure indemnity for the State of Florida and its contractual agent relevant to threat of liability.

Immediately notify the Department of Elder Affairs of the crisis situation and advise them of the Area Agency on Aging/Aging Resource Center's intended course of action.

Advise president of the AAA/ARC Board of Directors and request he/she call a special meeting of the Board of Directors to advise them of the crisis.

Advise Board of Directors of the situation and request authorization for the AAA/ARC to take actions necessary to ensure continuation of services for clients/customers.

The AAA/ARC will meet with grantee employees and negotiate contracts with them to enable service delivery to elders to continue as usual.

Coordinate/Contract with other lead agencies within the PSA for temporary service delivery.

Meet with former officials of the defunct provider to determine their obligation or arrangements for dispensation of building space formerly occupied by the program. Then meet with owner of space to arrange occupation of space via lease or other equitable arrangement.

Follow Department of Elder Affairs/Area Agency on Aging/Aging Resource Center Emergency Procurement Procedures and contract directly with vendors as needed to provide services immediately, including the designated transportation disadvantaged provider. If the defunct entity was the TD provider, consult with FDOT to determine their course of action. In order to assure availability of transportation service, the AAA/ARC can/will negotiate temporary emergency agreements/contracts for transportation with public/private providers that are available.

Notify entities who have committed to providing local matching funds to the defunct entity, i.e. local county commissioners, of the situation and request that matching funds be contributed to the AAA/ARC until such time as a new provider is designated.

If congregate/home delivered meals are a part of the service taxonomy, the AAA/ARC will draft a contract with the current meal vendor to continue providing meals. If the defunct entity self prepared meals, a contract will be executed with a catering company to begin providing meals immediately.

Complete inventory of state/federal properties at the main office of the defunct entity and at any other sites of service, and transfer inventory to secure location, if needed.

Transfer communication/utility services and administrative service contracts into the name of the Area Agency on Aging/Aging Resource Center

Take possession of confidential client files and assure their safety, and all other current and pertinent files and records both program and fiscal, as well as backup documentation and records of the program for the previous five years.

Submit completed paperwork to secure Medicaid Waiver Provider number for the AAA/ARC if needed.

Complete closeout reports on all program components of the defunct organization, determine amounts of remaining funds state/federal/local, and build a viable budget.

Notify all affected/interested entities of the change in administration.

Reassure all clients of continuation of programs and services.

Stay in close contact with the Department of Elder Affairs and keep them informed of progress/process via E-mail, telephone, and other written reports.

Take necessary steps to secure CIRT data and continue input of client and service information and review prioritized waiting lists for services.

Inform key personnel of any transition plans, and/or other course of action.

Negotiate contract with nutritionist, if needed.

Prepare RFP(s) to secure applications for new grantee following procurement procedures through to bid award.

Negotiate rate agreements for vendor services as needed to assure availability of client choice for services.

Keep AAA/ARC Board president and members advised of happenings and copy them on written reports to the Department of Elder Affairs.

After bid award has been made by the AAA/ARC Board, turn program(s) over to new grantee.

Monitor closely and provide technical assistance as needed.

ACRONYMS

AAA	Area Agency on Aging
AoA	Administration on Aging
COOP	Continuity of Operations Plan
CEMP	Comprehensive Emergency Management Plan
DCA	Department of Community Affairs
DOEA	Department of Elder Affairs
DEM	Division of Emergency Management
ECO	Emergency Coordinating Officer
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
F-SERT	Forward State Emergency Response Team
LSP	Local Service Provider
PSA	Planning and Service Area
RIAT	Rapid Impact Assessment Team
SCO	State Coordinating Officer
SEOC	State Emergency Operations Center
SERT	State Emergency Response Team
SUA	State Unit on Aging

PSA4 Demographic Information

**ATTACHMENT I
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

Baler Clay Duval Flagler Nassau St. John's Volusia

ATTACHMENT I A

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, EO _____. 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 hour 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 after the event if possible.

Assignment of staff to Emergency Operations 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

**ElderSource
Telephone Tree**

**Contact Information
for
ElderSource Staff
and
Affiliates**

PSA4
PROJECT DIRECTORS

<u>COUNTY</u>	<u>TELEPHONE</u>	<u>FAX</u>
<p>Baker County Council on Aging 101 East MacClenny Ave MacClenny, Fl 32063 Director: Ms. Mary Baxla E-mail: (work) marybbcoa@nefcom.net Home Phone: (352) 468-2731 cell:</p>	(904) 259-2223	(904) 259-6394
<p>Central Florida Legal Services 128- A Orange Ave Daytona Beach, Fl 32114 Director: Mr. William Abbuehl E-mail: billa@clsmf.org (work) Home Phone: (386) 673-3063 Pager: N/A</p>	(386) 255-6573	(386) 257-6824
<p>Clay County Council on Aging 604 Walnut Street Green Cove Springs, Fl 32043 Director: Mrs. Renee Knight E-mail: reneek@daycco.org (work) Home Phone: (904) 282-4307 Pager: N/A</p>	(904) 269-6345	(904) 284- 0296
<p>Urban Jacksonville 4250 Lakeside Drive Suite 116 Jacksonville, Fl 32210 Director: Teresa Barton E-mail: tbarton@urbanjax.com (work) Home Phone: (904) 262-8139 Pager: N/A</p>	(904) 807-1200	(904) 807- 1220
<p>Jacksonville Area Legal Services 126 West Adams Street Jacksonville, Fl 32202 Director: Mr. Michael Figgins E-mail: michael.figgins@jaxlegalaid.org (work) Home Phone: (904) 000-0000 Pager: N/A</p>	(904) 356-8371	(904) 356- 8285

PROJECT DIRECTORS

Jacksonville Housing Partnership 4401 Emerson St suite #1 Jacksonville, Fl 32207 Director: Carolyn Ettlinger E-mail: caroly@jaxhousing.com (work) Home Phone: (904) 249-8513 Cell: (904) 635-9572	(904) 398-4424	(904) 398- 0828
Flagler Senior Services 1000 Belle Terre BLVD Palm Coast, Fl 32137 Director: Lynda Linke E-mail: l.linke@fcbcc.org (work) Home Phone: (386) 586-2324 Cell: (386) 931-3932	(386) 586-2324	(386) 437- 7461
Nassau County COA 1367 S. 18 th st Fernandina Beach, Fl 32034 Director: Alan Rizer E-mail: nasscco@elderaffairs.org (work) Home Phone: (904) 261-5443	(904) 261-0701	(904) 261- 0704
St Johns County COA 180 Marine st St Augustine, Fl 32084 Director: Cathy Brown E-mail: coa@aug.com (work) Home Phone: (904) 827-1917 Cell:	(904) 823-4810	(904) 823- 4831
Volusia County COA 160 North Beach St Daytona Beach, Fl 32114 Executive Director: Gail Camputaro E-mail: gcamputaro@coaiaa.org (work) Home Phone: (904) 677-3616 Cell:	(386) 253-4700	(386) 253- 6300

Area Agency on Aging Disaster Preparedness Personnel Assignments:

Personal 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) is not accessible. 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

(Future Satellite Office in Volusia County)

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 be 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.

PSA 4
EMERGENCY MANAGEMENT COORDINATORS BY COUNTY

BAKER COUNTY

Rick Clark, Director
Emergency Services
1190 West Macclenny Avenue
Macclenny, FL 32063
(904) 259-6111

NASSAU COUNTY

Nancy Freeman, Deputy Director
Tom Kochheiser, Disaster Coordinator
Emergency Service Department
11 North 14 Street, Box 12
Fernandina Beach, FL 32034
(904) 491-7525

CLAY COUNTY

Jim Corbin, Coordinator
Public Safety Office
P.O. Box 698
Green Cove Springs, FL 32043
(904) 284-7703

ST. JOHNS COUNTY

Ray Ashton, Director
Emergency Management Services
4455 Avenue "A", Suite 100
St. Augustine, FL 32084
(904) 823-2526

DUVAL COUNTY

Robert (Chip) Patterson, Chief
Emergency Preparedness Service
515 Julia Street
Jacksonville, FL 32202
(904) 630-2472

VOLUSIA COUNTY

Jim Ryan, Director
Emergency Management Services
49 Keyton Drive
Daytona Beach, FL 32124
(386) 254-1500

FLAGLER COUNTY

Douglas Wright, Director
Emergency Management Services
1200 E. Moody Boulevard
Box #8
Bunnell, FL 32110
(386) 437-7381

**AAA/DOEA
Emergency Coordinating Officers**

PROJECT DESIGNATED EMERGENCY COORDINATING OFFICERS

<u>COUNTY</u>	<u>TELEPHONE</u>	<u>FAX</u>
<u>BAKER COUNTY COUNCIL ON AGING:</u> 101 East Macclenny Avenue Macclenny, FL 32063 Mary Baxla , Executive Director and Disaster Plan Coordinator Home Phone (904)275-2304 Pager # (904)275-4226	(904)259-2223	(904)259-6394
<u>CENTRAL FLORIDA LEGAL SERVICES:</u> 128-A Orange Ave. Daytona Beach, FL 32114 William Abbuehl , Executive Director	(386)255-6573	(386)257-6824
<u>CLAY COUNTY COUNCIL ON AGING:</u> 604 Walnut Street Green Cove Springs, FL 32043 Donnie Gray , Asst. Exec. Director Disaster Plan Coordinator Home Phone (904) 282-9623 Renee Knight , Executive Director Alternate Disaster Plan Coordinator Home Phone (904) 282-4307	(904)269-6345 (Direct)	(904)284-0296
<u>URBAN JACKSONVILLE:</u> 4250 Lakeside Dr., Ste.116 Jacksonville, FL 32204 Teresa Barton , Executive Director Disaster Plan Coordinator Home Phone (904) 262-8139	(904)807-1200	(904)807-1220
<u>JACKSONVILLE SENIOR SERVICES:</u> 1805 Flag Street Jacksonville, Florida 32209 Larry Dixon , Project Director	(904)630-0932	(904)630-0212

JACKSONVILLE AREA LEGAL SERVICES: (904)356-8371 (904)356-8285
126 West Adams St 7th Floor
Jacksonville, FL 32202
Michael Figgins, Executive Director
Betty Center, Paralegal/Grants Manager

JACKSONVILLE HOUSING PARTNERSHIP: (904)398-4424 (904)398-0828
H.E.A.R.T. (Home Improvement Program)
4401 Emerson St.
Jacksonville, FL 32207
Carolyn Ettliger, Executive Director

FLAGLER SENIOR SERVICES: (386)586-2324 (386)437-7283
1000 Belle Terre Boulevard
Palm Coast, FL 32137
Lynda Linke, Executive Director
and Disaster Coordinator
Home Phone (386) 445-2496

NASSAU COUNTY COUNCIL ON AGING: (904)261-0701 (904)261-0704
1367 South 18th Street
Fernandina Beach, FL 32034
Alan Rizer, Executive Director
and Disaster Plan Coordinator
Home Phone (904) 261-5443

ST. JOHNS COUNTY COUNCIL ON AGING: (904)823-4810 (904)823-4805
179 Marine Street
St. Augustine, FL 32084
Cathy Brown, Executive Director
and Disaster Plan Coordinator
Home Phone (904) 827-1917

VOLUSIA COUNTY COUNCIL ON AGING: (386)253-4700 (386)253-6300
160 North Beach St.
Daytona Beach, FL 32114
Gail Camputaro, Executive Director
and Disaster Plan Coordinator
Home Phone (386) 677-3616

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

SITE NAME & ADDRESS	TELEPHONE	FAX
<u>BAKER:</u>		
Baker County Senior Center 101 East Macclenny Avenue Macclenny, FL 32063 #75	(904) 259-8099	(904) 259-6394
Sanderson Meal Site Highway 229 North Old Elementary School Sanderson, FL 32072 #45	(904) 275-2312	No Fax
<u>CLAY:</u>		
Clay County Senior Center 604 Walnut Street Green Cove Springs, FL 32034 #160	(904) 269-6345 (Direct)	(904) 284-0296
Keystone Heights Senior Center 125 Commercial Circle Keystone Heights, FL 32656 #100	(352) 473-7121	(352) 473-7121
Weigel Senior Center 3916 Section Street Middleburg, FL 32068 #100	(904) 291-3520	(904) 291-3520
Orange Park Nutrition Site 414 Stowe Avenue Orange Park, FL 32073 #120	(904) 269-4731	(904) 269-4731

DUVAL:

Jacksonville Senior Services (904) 630-0932 (904) 630-0212
1805 Flag Street
Jacksonville, FL 32209

Arlington Senior Center (904) 723-6142 (904) 726-5122
Jeannie Baldwin, MS Manager
1078 Rogero Road
Jacksonville, FL 32211
#80

Beaches Senior Center (904) 241-3796 (904) 241-3477
Therese Whalen, MS Manager
281 19th Avenue South
Jacksonville Beach, FL 32250
#75

Brown Community Center (904) 764-8752 (904)924-5359
Barbara Watkins, MS Manager
4415 Moncrief Road
Jacksonville, FL 32209
#70

Clemons Community Center (904) 693-4918 (904) 693-4916
Annette Chapman, MS Manager
55 Jackson Avenue North
Jacksonville, FL 32205
#70

Louise Dinah Senior Center (904) 630-0728 (904)630-0212
Claretha Buckner, MS Manager
1805 Flag Street
Jacksonville, FL 32209
#45

Hammond Community Center (904) 781-2219 (904) 693-4917
Sherri Beaulie, MS Manager
3312 West 12th Street
Jacksonville, FL 32205

J. S. Johnson Community Center (904) 630-0949 (904) 630-0699
Hazel Polke, MS Manager
1112 Jackson Street
Jacksonville, FL 32204
#35

DUVAL CONTINUED:

Charlie T. Joseph Center (904) 765-7522 (904) 924-5355
Gloria Gregg, MS Manager
6943 Buffalo Avenue
Jacksonville, FL 32208
#55

Jim Fortuna Senior Center
11751 McCormick Road
Jacksonville, FL 32225

LaneWiley Senior Center (904) 783-6589 (904) 693-1424
Yvette Rogers, MS Manager
6710 Wiley Road
Jacksonville, FL 32210
#50

Lincoln Villa Community Center (904) 765-2654 (904) 924-5356
Carl Jackson, MS Manager
7866 New Kings Road
Jacksonville, FL 32219
#70

Longbranch Community Center (904) 630-0893 (904) 630-0698
Margaret Hampton, MS Manager
4110 Franklin Street
Jacksonville, FL 32206
#25

Mallison Community Center (904) 387-3682 (904) 381-4600
Barbara Bradley, MS Manager
441 Day Avenue
Jacksonville, FL 32205
#40

Mandarin Senior Center (904) 262-7033 (904) 886-3823
Paul Haskins, MS Manager
3848 Hartley Road
Jacksonville, FL 32257
#60

Maxville Community Center (904) 289-7157 (904) 289-7056
Ann Steele, MS Manager
18065 Pennsylvania Avenue
Jacksonville, FL 32234
#25

Duval Continued

Moncrief Community Center Joan Barney, MS Manager 5713 Teeler Avenue Jacksonville, FL 32208 #50	(904) 764-4441	(904) 924-5357
Mt. Carmel Gardens Candi Stanley, MS Manager 5846 Mount Carmel Terrace Jacksonville, FL 32216 #80	(904) 737-9075	(904) 739-3512
Oceanway Community Center Jean Dixon, MS Manager 12215 Sago Avenue West Jacksonville, FL 32218 #60	(904) 751-2375	(904) 739-2018
Riverview Community Center Cheryl Harris, MS Manager 9620 Water Street Jacksonville, FL 32208 #25	(904) 765-7511	(904) 924-5354
Singleton Senior Center Lucille Franqui, MS Manager 150 East 1st Street Jacksonville, FL 32206 #125	(904) 630-0995	(904) 630-0511
Twin Towers Community Center Earnestine Jones, MS Manager 619 West 44th Street Jacksonville, FL 32208 #50	(904) 924-5343	(904) 924-5358
Westside Senior Center Marjorie Edwards, MS Manager 1083 Line Street Jacksonville, FL 32209 #30	(904) 630-0724	(904) 630-0697
Woodland Acres Senior Center Rose Everett, MS Manager 8200 Kona Avenue Jacksonville, FL 32211 #50	(904) 725-0624	(904) 726-5115

FLAGLER:

George Wickline Center (386) 517-2083 No Fax
Judy Stetson, MS Manager
800 South Daytona Avenue
Flagler Beach, FL 32136
#128

NASSAU:

Nassau County Senior Center (904) 261-0701 (904) 261-0704
Debbie Davis, MS Manager
1367 South 18th Street
Fernandina Beach, FL 32034
#80

Nassau Westside Senior Center (904) 845-3331 (904) 845-4491
Margie McCullough, MS Manager
U.S. 1 and Ingram Road
Hilliard, FL 32046
#40

ST. JOHNS:

St. Johns County Senior Center (904) 823-4810 (904) 823-4822
Karen Hunsicker, MS Manager
179 Marine Street
St. Augustine, FL 32084
#150

VOLUSIA:

Brannon Center (386) 424-2280 (386) 424-2281
Bill Gino, MS Manager
105 Riverside Drive
New Smyrna Beach, FL 32168
#300

DeLand Dining Site (Lion's Club) (386) 736-9706 (386)
400 N. Garfield Ave.
386.736-9706
Barbara Ryan, Site Manager
8 a.m. - 2 p.m., Monday - Friday

Deltona Sunshine Senior Center (386) 574-8583 (386)
Donna Sellaro, Site Manager
980 Lakeshore Drive
Deltona, FL 32725

VOLUSIA CONTINUED:

Holly Hill Dining Site 1065 Daytona Ave Joyce Smith, Site Manager 8 a.m. - 2 p.m., Monday – Friday	386.236.2997	
Orange City City Hall Annex Melissa Townley, Site Manager 207 North Holly Avenue Orange City, FL 32763 #100	(386) 774-0001	Same
Ormond Senior Center George Trimm, MS Manager 351 Andrews Street Ormond Beach, FL 32174 #	(386) 677-1549	(386)
Port Orange Adult Activity Center Cindy Cory, Site Manager 4790 South Ridgewood Avenue Port Orange, FL 32119 #236 (with auditorium seating)	(386) 788-8892	(386) 756-5423
Windsor Apartments Mike Calkins, Site Manager 524 South Beach Street Daytona Beach, FL 32114 #70	(386) 252-7384	Same

MEMORANDA OF AGREEMENT

<u>Agency</u>	<u>Contact</u>	<u>Initiation Date</u>
American Diabetes Association	Sue Glass	02/14/01
American Heart Association	Tiffany Wise	02/14/01
American Red Cross	Charles Cramer	02/15/01
Arthritis Foundation	Debra Pace	02/15/01
Epilepsy Service Program	Richard Hatfield	02/12/01
Family Counselling Services		02/15/01
Florida Department of Insurance	Karen Randall	02/20/01
Guaranty Bank	Robert C. Robertson	02/14/01
Green Thumb	Madaline Simpson	02/12/01
Our House	Bernadette McAlpin	02/12/01
St. Johns County Health Department	James Walker	02/15/01
The Center for Osteoporosis	Margie Tinny	02/12/01
The Life Center	William Finn	02/14/01
First Call		02/16/99
The National Council of Negro Women	Wilma Lauray	05/22/98
American Lung Association		10/09/97
Duval County Council on Elder Affairs	Jim Fortuna	11/20/97
Epilepsy Foundation of Northeast Florida	John Hank	10/24/97
Hospice of Northeast Florida, Inc.	Susan Ponder-Stansell	10/28/97
Lutheran Social Services	Donna Zimmerman	10/16/97
Mental Health Center of Jacksonville	Greggory J. Sikore	12/01/97
Long-Term Care Ombudsman Council	Gloria Neibrich	11/19/96
Southern Eye Institute	Jean Wanta	11/18/96
RSVP of Duval County		07/12/95
Seniors Today Advertisers	Dilys Harris	10/31/95
Duval County Housing Finance Authority	Nathan Krestal	03/23/94
Jax Housing Partnership	Carolyn Mathews	03/23/94
UF College of Nursing	Lois J. Malasanos	12/20/94
J. Miller Health Center	Lois J. Malasanos	10/14/92
St. Vincents Medical Center	Sister Mary Hughes	04/26/91
Volusia County Human Services Division	Gloria Fordham	07/22/91

<u>Agency</u>	<u>Contact</u>	<u>Initiation Date</u>
Atlantic Shores Hospital	Ervin Funderburk	05/10/90
Be A Friend, Inc.	Beth Spiro	04/06/90
Bridge the Gap Russel Hart	Yvonne Lane	05/14/90
Catholic Charities	William Tierney	02/25/90
Clay County Mental Health, Drug & Alcohol Services	Marcie Turner	04/05/90
Daytona Beach Community College	Sharon Delgado	10/01/90
Ed Fraser Memorial College	John G. Burke	05/04/90
Family Life Center	Josie Piper	05/07/90
Flagler Hospital	James Conzemius	04/16/90
Florida Christian Center, Inc.	Roger Murray	04/06/90
Florida community College at Jacksonville	Edythe Abdullah	07/17/90
Halifax Urban Ministries	Don Hughes	05/07/90
Health Planning Council of Northeast Florida	Fred Huerkamp	02/18/90
Humana Hospital of Daytona Beach	Doug Sills	05/15/90
Macclenny Housing Authority	Helen Holmes	02/06/90
Mental health Center of Jacksonville	Charles Landreth	04/05/90
RSVP of St. Johns County	Karen Stern	04/15/90
St. Augustine General Hospital	Kelly Odom	05/30/90
St. Johns County Community Mental Health Serv.	David H. Panken	06/11/90
University of Central Florida at Daytona	Sarah Pappas	05/23/90
University Hospital	Greg Roberts	05/17/90
UNF Division of Nursing	Patricia Foster	09/08/89
Alzheimer's Care Management Program	Deborah Richards	02/01/88
Public Health Department of HRS-IV	James Walker	04/06/88
Alcohol, Drug Abuse and Mental Health of HRS-IV	Harry Smith	03/11/87
Center for Aging Studies at UNF	Frances Young	09/08/87
Division of Blind Services	Jack Netcher	08/20/87
Alzheimer's Center of Baptist Medical Center Shirley Cotton	John Herzfeld	02/19/86
Alzheimer's Disease and Related Disorders Assoc.	Betty Hall	04/02/86
Association for Retarded Citizens	John Conely	04/07/86
Northeast Florida Community Action Agency	Samuel Norris	02/12/86
Urban Jacksonville	Teresa Barton	03/01/85
VA Outpatient Clinic	Carmen Green	02/27/85

AGENCY DISASTER SHUTDOWN

All staff members will secure their personal work area first, then assist others in securing remaining areas. The following procedures will be followed:

Staff will be notified of the need to shutdown and office closing, if any. This may occur via E-mail, voice mail or personal contact. Staff members should stay tuned to local TV and radio stations for reports of office closure and reopening.

Shutdown will include the securing of office equipment and work products as follows. Critical work items, such as working papers, critical documents, plans, contracts, etc., should be placed in plastic bags, if possible, or in boxes and moved to interior offices as time and the situation warrant.

Designated and Alternate staff for each area will ensure the following: (Staff designated should not be those who would require early dismissal due to caregiving responsibilities.)

Prior purchase/storage of rolled plastic and lawn trash bags to cover monitors, computers, printers and other equipment in each area.

That plastic and lawn bags are distributed as needed.

Window blinds will be closed and doors should be closed including those in conference rooms, reception areas, and at the ends of the hallways.

All paperwork, files, and books not in filing cabinets should be placed in filing cabinets as time permits.

All telephones, computers, monitors, and desktop equipment should be unplugged from wall and covered with plastic bag, if possible.

For computers, staff should save all critical work to the network, turn off and unplug the computer. Network drives are backed up daily; therefore, all critical data and/or files should be saved to the network. Field offices should back up critical data.

All personal belongings should be taken home.

**ATTACHMENT V
SUA 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 name 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:	Agency:	
Date:	County:	
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?	

DEPARTMENT OF ELDER AFFAIRS
Comprehensive Emergency Management Plan
(CEMP)

**PSA4
LOCAL SERVICE PROVIDER
DISASTER PLANS**

On File