

**Disaster Assistance Handbook**  
**for**  
**Area Agencies on Aging**

**Prepared by:**  
**California Department of Aging**  
**Sacramento, California**



2010

The California Emergency Plan 2010 states that in order to achieve effective emergency management in California, it must be assumed that individuals, community based organizations and businesses will offer services and support in time of disaster.

California Department of Aging (CDA)  
Disaster Assistance Handbook  
2010

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## Part I Disaster Planning Requirements

### Section 1: Introduction

California's Emergency Plan 2009 promotes collaborative, community-based planning and preparedness, where stakeholders from all sectors of society and emergency management disciplines work together to ensure an effective response to an emergency. All phases of emergency management are considered a shared responsibility of all stakeholders.<sup>1</sup>

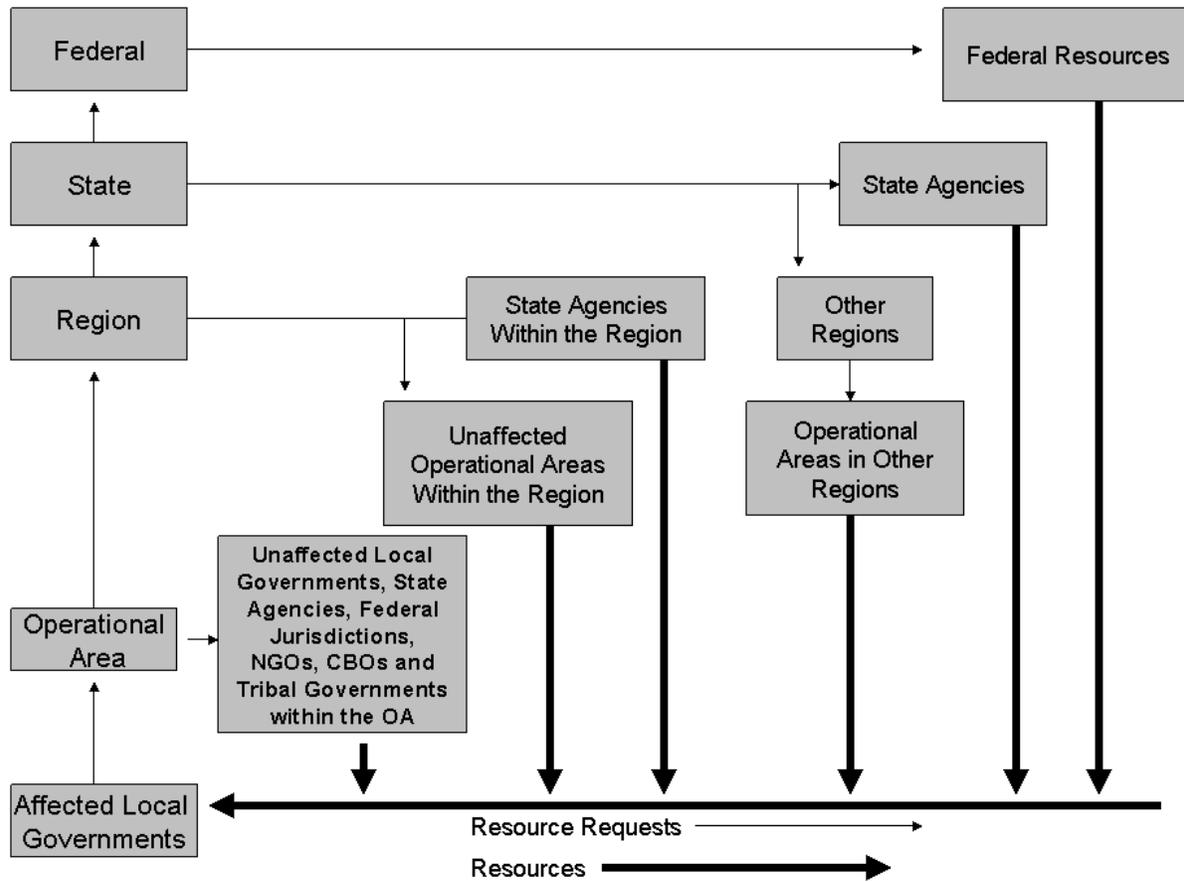
This Handbook provides information for area agencies on aging (AAAs) to develop a disaster plan to meet the California Department of Aging (CDA) and Administration on Aging (AoA) requirements regarding preparedness, coordination, collaboration, notification, and reporting. For the purposes of this document, disasters are defined as local, state, and federal-declared emergencies and disasters.

The Robert T. Stafford Disaster Relief and Emergency Act defines "major disaster" as any natural catastrophe (including any hurricane, tornado, storm, high water, wind driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought), or regardless of cause, any fire, flood, or explosion, in any part of the United States, which in the determination of the President, causes damage of sufficient severity and magnitude to warrant major disaster assistance under this chapter to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.<sup>2</sup>

Disasters generally have their greatest impact on people, who because of age, disability, income, or language, have a harder time preparing for and recovering from such events. It is imperative that AAAs be prepared to assist their service population and emergency responders in the event of a disaster within their Planning and Service Area (PSA).

The following diagram shows how each entity operating under the California State Emergency Management System (SEMS) interacts. AAAs involved in a disaster situation are within the *affected local governments* square. It also shows the relationship between the affected and unaffected agencies.

### Flow Chart of Requests and Resources<sup>A</sup>



<sup>A</sup> California Emergency Plan 2009 Response Concept of Operations Exhibit 10.3 – Flow of Requests and Resources.

## **Section 2: Purpose**

The purpose of this Handbook is to provide:

- AAAs with an understanding of their mandated and recommended responsibilities for emergency preparedness planning and associated authorities.
- Guidance on reporting to CDA and local emergency responders the disaster's impact on service recipients, and if feasible, other older individuals and persons with disabilities within their PSA.
- Information on how to request disaster assistance funds from CDA.
- Tools and resources for AAAs to develop a disaster plan (Part III).

This Handbook also provides recommendations on how the AAA and local long-term care ombudsman program (LTCOP) may work collaboratively to prepare and respond to local disasters and emergencies affecting LTC facility residents (Part II).

## **Section 3: Requirements<sup>3</sup>**

AAAs must prepare for disasters and participate in disaster-assistance activities on behalf of older persons and persons with disabilities within their span of control.

The Older Americans Act, California Code of Regulations, and CDA Standard Agreement require AAAs to:

- Include in their Area Plans information on how they will coordinate activities and develop long-range emergency preparedness plans with local and state emergency response agencies, relief organizations, local and state governments, and any other institutions that have responsibility for disaster relief service delivery.
- Identify and make contact with their local Office of Emergency Services (OES) to define their respective roles and responsibilities. This contact shall include a discussion of the types of clients served by the AAA and how their needs will be addressed by OES in the community.
- Annually or whenever a change occurs, provide the name of its Disaster Coordinator to the CDA Disaster Coordinator.
- Assure that its Information and Assistance (I&A) providers have written disaster procedures in place, and are trained at least annually on how to handle emergencies.
- Ensure that contracts with senior centers include the requirement that they must have a disaster plan.

## **Section 4: Role**

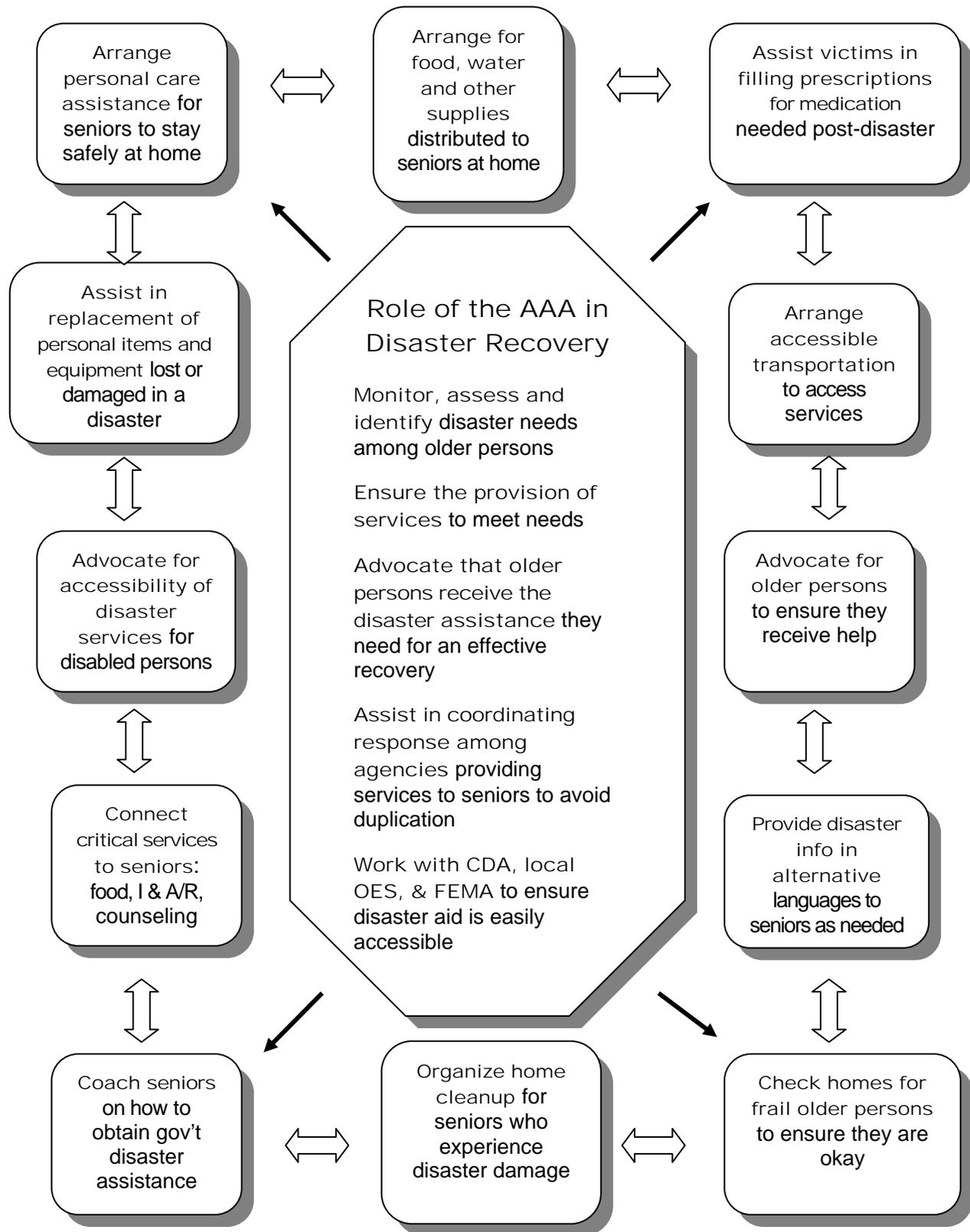
### **Role of AAAs**

The disaster preparedness roles for the AAAs are:

1. Prepare their organization, staff, and subcontractors to meet the challenges of a disaster.
2. Support the emergency management community to ensure that the essential disaster-related needs of older individuals and persons with disabilities are included in overall community disaster planning.
3. Document and report information to CDA and the local (OES) regarding the impact of the disaster on service recipients, and where feasible, other older individuals, their family caregivers, and persons with disabilities within their PSA.

The following chart represents a sample scenario of the role AAAs could play in the event of a disaster.

**Role of the Area Agency on Aging in Meeting  
The Disaster Recovery Needs of Older Individuals (sample model)**



## Section 5: Confidentiality <sup>4</sup>

AAAs must be vigilant in protecting personal, sensitive, and confidential information from inappropriate or unauthorized access, use or disclosure and are required to adopt operational policies, procedures and practices to protect such information. Further, AAAs shall comply with the privacy and security requirements of the Health Insurance Portability and Accountability Act (HIPAA), the California Public Records Act and CDA PM 07-18(P) Protection of Information Assets, in accordance with their Area Plan contract.

### **The Health Insurance Portability and Accountability Act (HIPAA)**

HIPAA includes regulatory requirements regarding disasters. While AAAs are not covered entities under HIPAA, the following information provides guidance on the type of client information that AAAs may either obtain from a covered entity or share with first responders during an emergency. Use these HIPAA regulations as guiding principles when developing Agency Disaster Plans.

During disasters AAAs and their providers may need to share client information with first responders. HIPAA rules were never intended to prevent the delivery of healthcare services during an emergency, and as such, the federal Department of Health and Human Services (HHS) has indicated they will not impose HIPAA compliance fines on providers during a disaster. This protection is in alignment with HIPAA regulations that indicate covered entities may use or disclose protected health information during an emergency, without facing HIPAA sanctions:

- A “covered entity” is one of the following:
  - A health care provider such as a doctor, clinic, psychologist, or nursing home.
  - A health plan such as a health insurance company, health maintenance organization, company health plan, or government program that pays for health care such as Medicare, Medicaid, and Veterans’ health care programs.
  - A health care clearinghouse which includes entities that process nonstandard health information they receive from another entity into a standard electronic format or data content (or vice versa).
- 45 CFR 164.510(b)(4) indicates that “a covered entity may use or disclose protected health information to a public or private entity authorized by law, or by its charter, to assist in disaster relief efforts, for the purpose of coordinating with such entities the uses or disclosures permitted by 45 CFR 164.510(b)(1)(ii). These are the uses or disclosures permitted to notify or assist in the notification of a family member or personal representative.”
- The requirements in 45 CFR 164.510(b)(2) and (3) apply to such uses and disclosures to the extent that the covered entity, in the exercise of professional judgment, determines that the requirements do not interfere with the ability to respond to the emergency circumstances.

## Section 6: Disaster Funds Management for Area Agencies on Aging

This Section covers some of the administrative details of reimbursement and funding for disaster relief services.

Note: As referenced in Part II Section 3 – Endnotes, California Code of Regulations, AAAs are not expected to provide services beyond what they normally do, unless it is feasible (i.e., they have the resources to do so).<sup>5</sup> AAAs need to make sure resources are used for normal program operations before using them on disaster activities.

### A. Availability of Funds

#### Disaster Assistance Requests for Funds

- To the degree practical, AAAs are expected to use existing cash reserves to temporarily cover disaster assistance costs such as additional food, supplies, extra home-delivered meals, home clean-up and safety, emergency medications, transportation, and other such immediate needs.
- AAAs who project they will not have enough resources due to a disaster should contact CDA as soon as possible to discuss other potential funding options such as applying for local disaster assistance funds, using the resources of their local OES-Federal Emergency Management Agency (FEMA) (claim), regional Red Cross, etc. Note: non-profits may need to tap into their local county OES to obtain any FEMA funds, if available.
- CDA funds paid out for disaster assistance purposes come from the AAA's current contract balance(s), not from any special reserve account, as AoA funds may not be available.
- Requests for funds to cover disaster assistance costs must be in writing, via a completed Disaster Request for Funds (CDA 1032) form, which can be found at the end of this Section. The CDA processes requests for disaster assistance funds on a priority basis.
- If new funds are available, a separate contract is required prior to reimbursement of disaster related expenses for funds received from AoA as a result of presidential- declared disasters.
- Requests for disaster assistance funds must not be intermixed with other requests for funds.
- The provision of funds for disaster assistance does not guarantee that the funds will be covered by later augmentation of the current contract amount.
- During an emergency, AAAs that subcontract with new vendors must comply with all contract provisions. If the situation prevents enacting a fully executed contract

ahead of time, contract provisions may be waived. However, all contracts must be approved locally before execution.

The basic policy is to respond to the emergency as circumstances demand and then to obtain formal approval(s) as soon as practicable. However, before the start of the work, the contract must be verbally authorized by someone with authority at the agency to initiate a contract in such situations.

Notes:

- An emergency is any sudden, unexpected occurrence that poses a clear and imminent danger, requiring immediate action to prevent or mitigate the loss or impairment of life, health, property, or essential public services.
- Document all verbal contract approvals and retain documentation at your office.
- Each AAA must follow their local jurisdictions' contracting procedures, including those that apply during disaster situations.
- Non-profits must follow standard contracting requirements.

The conditions under which CDA will reimburse an AAA for disaster assistance expenditures are as follows:

- The AAA must have complied, prior to the onset of the disaster or emergency, with all provisions of Part I Section 3: Requirements, of this handbook, as evidenced by CDA in their monitoring of AAAs, Area Plan reviews, audits, and annual disaster preparedness updates.
- The AAA must have complied with all of the following provisions regarding disaster preparedness:
  - Made contact with their local OES.
  - Designated an Emergency Services Coordinator who takes responsibility within the AAA for emergency planning and preparedness.
- During and immediately following a disaster event, the AAA must have complied with all the following provisions regarding disaster response:
  - Contacted their local OES Emergency Services Coordinator.
  - Conveyed assessment results to their local OES and the CDA AAA Disaster Preparedness Coordinator (AAADPC).
  - Determined service priorities.
  - Expanded their Information and Assistance services, as appropriate.
- Following a disaster event, the AAA must have complied with the following provisions regarding disaster recovery for the period for which reimbursement is claimed:
  - Submitted status reports to the CDA AAADPC throughout the recovery period.
  - Submitted the Disaster Request for Funds CDA 1032 form to CDA, if local resources are depleted.

## Federally Declared Disasters (AoA) Reimbursement

Section 310 of the OAA provides for Disaster Relief Reimbursement to State Units on Aging in a presidential-declared disaster area. The amount of Title III dollars earmarked and held back from the formula grants to states is an amount that equals two percent of the Title IV allocation each year. Since this amount is limited, individual awards are quite modest when compared to the potential need.

The amount of disaster relief funds AoA will receive is uncertain until the funds become available. Typically, the AoA funds are used for gap-filling services such as outreach, information and assistance, counseling, case management, and advocacy on behalf of older persons unable or reluctant to speak for themselves, and staff overtime.

Funds to cover disaster assistance costs may be used for additional food, supplies, extra home-delivered meals, home clean-up and safety, emergency medications, transportation, and other immediate needs. AoA grant money must be used within the grant period and cannot be carried over. These funds are subject to the AoA Commissioner's practices of imposing no match requirements.<sup>6</sup>

AAAs must submit a Disaster Request for Funds CDA 1032 form to CDA for potential AoA funding. These requests will be considered only after all other relief avenues are depleted [OES (first), FEMA (second), American Red Cross (third)]. AAAs must submit a brief narrative with the request and provide a clear and concise description of the number of individuals affected and the severity and types of assistance needed.

## **B. Match Requirements**

### Older Americans Act – Administration on Aging Reimbursement

There are no match requirements for disaster-related OAA reimbursement derived from Title IV discretionary funding.

### Other Sources

Match requirements for sources other than OAA funds must be determined from the funding source at the time the funds are committed.

### Use of Disaster Assistance Funds as Match

Disaster assistance funds from nonfederal sources may be used as match for Title III disaster assistance expenditures only.

## **C. Nutrition Services and Nutrition Services Incentive Program (NSIP)**

If funds are available, AAAs may complete and submit a CDA 1032 form to CDA for possible AoA disaster assistance funds. Only meals that are greater than the average number of daily meals served can be claimed. AAAs are responsible for

paying for any meals served beyond the average if disaster funds are no longer available.

Note: As referenced in Part II Section 3 of this handbook, “Endnotes, California Code of Regulations,” AAAs are not expected to provide services beyond what they normally do, unless it is feasible i.e., they have the resources to do so.<sup>7</sup>

Additional meals provided during a disaster can be claimed under NSIP, provided they meet Title III standards. Report qualifying additional meals served during a disaster in the same manner as NSIP meals.

#### **D. Fiscal Accountability**

Disaster-related revenues and expenditures must be recorded accurately to ensure an adequate audit trail for disaster assistance-related activities. There is no need to establish entirely different systems of accountability for disaster assistance funds.

##### Disaster Assistance Funding Accountability

Funds from distinctly different source categories i.e., private donations/foundation grants, Title III, Title IV, AoA, FEMA, etc. may not be co-mingled and must be accounted for separately.

##### Disaster Assistance Expenditure Accountability

All Title III expenditures, whether for disaster assistance or ongoing activities, must be accounted for in the same way, regardless of source e.g., current contract, augmentation from State allotment, redirection, etc.

Expenditures from all other sources must be separately accountable by source. This distinction is particularly important in terms of the match rate, non-match, audit, and reimbursement considerations, especially if the source is governmental.

STATE OF CALIFORNIA  
 DEPARTMENT OF AGING  
**DISASTER REQUEST FOR FUNDS PACKET**  
 CDA 1032 (New 03-09)

**This packet of forms is to be used by AAAs to request funds from CDA following a disaster event, after all other sources of revenue have been depleted.**

**Page 1 of 5: Cover Sheet**

*Please type or print all information.*

<b>Date Report Prepared:</b>	
<b>Area Agency on Aging Name:</b>	<b>PSA Number:</b>
<b>Contact Name:</b>	<b>Title or Position:</b>
<b>Telephone Number:</b>	<b>Email:</b>
<b>Reporting Period: From:</b>	<b>To:</b>
<b>Name of Disaster Event:</b>	<b>Date of Disaster Event:</b>

**Comments:**

STATE OF CALIFORNIA  
 DEPARTMENT OF AGING  
**DISASTER REQUEST FOR FUNDS PACKET**  
 CDA 1032 (New 03-09)

**Page 2 of 5:**

**Disaster services provided by or through the Area Agencies on Aging this reporting period:**

<b>Services</b>	<b># Seniors Served</b>	<b># Times Service Provided</b>	<b>Estimated Cost of Assistance Provided By or Through Area Agency</b>	<b>Area Agencies on Aging Share of Assistance Costs</b>
A. Expanded I&A Services				
B. Expanded Congregate Meals				
C. Expanded Home-Delivered Meals				
D. Expanded Transportation				
1. To/From FEMA Help Center				
2. To/From Medical				
3. To/From Other (specify below)				
•				
E. Expanded In-Home Care				
F. Forms Completion Assistance				
G. Expanded Care Management				
H. Relocation/Moving Assistance (Evacuation)				
I. Assistance with Home Clean-up				
J. Expanded Legal Services				
K. Special Outreach Activities				
L. Support at FEMA Help Centers				
M. Other (Attach Description)				
•				
N. Administrative Support				
<b>REPORT PERIOD TOTAL</b>				

Comments:



STATE OF CALIFORNIA  
DEPARTMENT OF AGING  
**DISASTER REQUEST FOR FUNDS PACKET**  
CDA 1032 (New 03-09)

**Page 4 of 5:**

**Attach documentation or supporting evidence (copies of receipts, written agreements, verbal authorization by whom etc.) authorizing your agency to provide service. Documentation should include the following:**

**A brief assessment of the need for the service/assistance:**

**The areas or communities receiving the service or assistance:**



## Part II

### Recommendations for AAAs and the Local Long-Term Care Ombudsman Program

#### Role of the Long-Term Care Ombudsman Program in Disaster Planning and Response<sup>8</sup>

There is no mandate for AAAs to ensure the needs of residents residing in Long-Term Care (LTC) facilities are met during a disaster. However, the State Long-Term Care Ombudsman has developed this section to clarify the collaborative role AAAs and the Long Term Care Ombudsman Program (LTCOP) should play in assuring this segment of the community's needs are met during a disaster.

LTCOP is designated by the Older Americans Act and the Older Californians Act to advocate for residents of LTC facilities. LTCOP staff and volunteers regularly visit nursing homes and residential care facilities for the elderly in the community and are familiar with individual resident needs and with the staff providing the residents' care. Their presence in facilities gives them a unique perspective that can be beneficial not only to the AAA and its staff, but also to all those involved in disaster planning and response activities.

The local LTCOP plays an important role in encouraging LTC facilities to develop disaster plans and contingencies specific to the type of disaster and the facility's location, size, resident population, and special needs. They are the catalysts assisting others to fulfill their responsibilities and ensure continuity of care to LTC residents. During any emergency or disaster affecting LTC residents, the LTCOP may provide technical assistance to AAAs and may be an information conduit across agencies at the local level and to the relevant State entities including Office of the State Long-Term Care Ombudsman (OSLTCO), Department of Social Services Community Care Licensing Division, and Department of Public Health Licensing and Certification.

#### A. Guidance to AAAs about the LTCOP

In preparation for any local disaster or emergency affecting LTC residents, the OSLTCO recommends the AAA confirm that the local LTCOP has done or will do the following:

- Review and update the Ombudsman Program's existing disaster/emergency preparedness plan, at a minimum, on an annual basis.
- Establish a "mutual aid" agreement with other local LTCOPs and/or the OSLTCO for handling calls and/or conducting facility visits if the local program itself is affected during the disaster.

- Verify that each LTC facility has a disaster plan in place prior to any disaster or emergency.
- Retain copies of the OSLTCO's current Memoranda of Understanding (MOU) with Department of Public Health, Licensing and Certification Division (DPH L & C) and Department of Social Services, Community Care Licensing (DSS CCL) on file and educate LTCOP staff and volunteers about the Ombudsman roles specified in these MOUs.
- Maintain a current list of LTCOP staff and volunteers' telephone numbers, e-mail addresses and emergency contact information.
- Maintain a current list of all LTC facilities in their PSA, including address, licensed capacity, Administrator's/Operator's name, and emergency contact numbers for those facilities.
- Contact, in advance, the local OES or other first responders, such as police and fire departments, to provide the most current facility information, including address, licensed capacity, Administrator's/Operator's name, and emergency contact numbers.
- Identify lead and support emergency preparedness and response agencies in the local community so that Ombudsman disaster response efforts are coordinated with the appropriate agency.
- Maintain a current list of support agencies and services (in addition to AAAs) in local and neighboring communities for Information and Assistance to LTC residents, their families and representatives, and facility staff.

## **B. LTC Ombudsman Response**

During any emergency or disaster affecting LTC residents, the local LTCOP in the affected area shall, as warranted:

- Activate the Program's disaster/emergency plan.
- Notify the OSLTCO.
- Seek assistance from other local LTCOPs outside of the affected area per "mutual aid" agreements.
- Mobilize available Ombudsman staff and volunteers to participate in a "call down" to all facilities located in the affected area, if communication

systems are functioning, and report these findings to the OSLTCO.

- If safe to do so, organize available Ombudsman staff and volunteers to conduct on-site visits to facilities in the affected area and to check on the safety and well-being of the LTC residents, and report these findings to the OSLTCO.
- Create, if practical, a tracking database for those LTC residents who are relocated from the affected area.

### **C. Specific Guidelines for Local LTCOP Related to Any Heat Advisory**

- Local LTCOPs shall notify the OSLTCO of any heat-related situations affecting LTC residents, including serious illnesses or deaths attributed to the heat.
- Local LTCOPs will ensure, to the extent possible, that Ombudsman staff and volunteers visit LTC facilities likely to have temperature control problems in affected areas to determine if heat-related problems exist.
- OSLTCO has established guidelines for reporting any heat-related calls to the CRISISline.

## **Part III Disaster Plan Content and Resources**

### **Section 1: Introduction**

This section includes disaster plan guidelines, checklists, an emergency response survey, and resources to guide AAAs and their providers in developing a comprehensive disaster plan.

### **Section 2: Recommended Content**

This Section provides a foundation and examples of forms for AAAs to use when developing a basic disaster plan. However, it does not provide an exhaustive array of all possible disaster scenarios or formats. It contains elements necessary to assure that regulatory requirements are met within each PSA. Once completed, the AAA Disaster Plan will provide staff and other members of the agency with information on what is required of them. It will also contain local community resource information that will be invaluable during and following a disaster.

CDA recommends that AAAs and their providers develop a Disaster Plan. This plan should be saved on an encrypted computer storage jump-drive for easy access and transportability. Key staff members should have copies of the Plan with them at all times.

#### **A. Disaster Plan Mission and Introductory Statement**

The mission and introductory statement could be the local OES statement, or an expansion of it. The mission and introductory statement should include the following elements:

- How the agency will maintain the continuity of agency services to program recipients during and following disaster events.
- How the agency will advocate on behalf of older individuals, and their family caregivers within their PSA, to assure that the special needs of older individuals are adequately met, during and following disaster events.

The agency's mission and introductory statement might also include how the agency will:

- Assist older individuals and their family caregivers, who may have additional needs resulting from a disaster.
- Provide information and assistance to stakeholders on how to be prepared to meet their own needs during and following a disaster.
- Focus on resuming services as quickly as possible following a disaster event.
- Collaborate with local disaster preparedness partners to coordinate services for older individuals and their family caregivers within their PSA.
- Prepare for a change in both service demands and in the individual needs of persons currently being served by the agency's network.

## **B. Business Continuity Plan**

Develop a Business Continuity Plan (BCP) for your agency to ensure that your mission can be carried out. The BCP should emphasize communications, back-up systems for data, emergency service delivery options, community resources, and transportation. The BCP should also include a system to track emergency expenditures, since they may be reimbursable. The BCP should include a contingency plan for staff that are absent or unable to complete their assigned duties.

- Provide a brief statement describing the plan for service-continuity following a disaster, if normal resources are unavailable or demand exceeds capacity (use the Site Emergency Resource Survey to assist you in assessing potential resources).
- List any MOU or vendor agreements that are in place to provide emergency back up for operations or key resources.<sup>9</sup>
- Review and revise the agreements on an annual basis to assure they remain current.
- Place a copy of each signed agreement in an appendix to this plan and on a data-storage device.

## **C. Emergency Response Organization Chart**

The chart should include the name, title, and contact information of AAA staff involved in disaster related activities. It should outline the relationships and responsibilities for each person responsible for each function under the Multi-agency Coordination System:

- Management – who will take charge, delegate responsibilities, and provide overall direction?
- Operations – who will perform the actions required to get people to safety, restore services, and meet needs or help with recovery?
- Planning – who will gather information and communicate assessments about the emergency and related needs?
- Logistics – who will obtain resources that operations may require?
- Finance – who will track expenditures, hours worked, and document events as they occur?

**D. Roster of Critical Local Contacts in an Emergency**

Include a roster of all contact/agency resources for your Planning and Service Area. The roster should include at least the following:

- Local OES contact information for each county/city within the PSA.
- First responders and law enforcement agencies (Fire, Police, Sheriff).
- Hospitals in the service area.
- American Red Cross and other private relief organizations.
- Community disaster preparedness groups, such as Volunteer Organizations Active in Disasters (VOAD).
- Telephone or communication tree, individuals on the Agency’s Disaster Preparedness Organizational Chart, and order of contact priority.
- Media – local news/emergency broadcast radio and television stations.
- Any additional contacts as appropriate for your community (Ministerial Alliance/Council of Churches).
- Citizen-band clubs or HAM radio operators.

**Roster of Critical Local Contacts in an Emergency (Sample)**

Agency Name:

County/City:

Roster Date:

<b>Agency</b>	<b>Contact Name/Title</b>	<b>Contact Telephone Numbers</b>	<b>Contact Email Address</b>
Example: Local Office of Emergency Services	Joe Cool, Director of Special Needs Populations	Work: (123) 456-7891 Cell: Fax: Home:	<a href="mailto:jcool@county.gov">jcool@county.gov</a>

**E. Communication Plan**

The communication plan should include at least the following: first responders, agency staff, service providers, community partners, media, volunteers, older persons, local Office of Emergency Services, and the CDA AAA Disaster Preparedness Coordinator.

**Communication Plan (Sample)  
(Earthquake scenario used as an example – other scenarios can be substituted)**

<b><u>Who</u></b> (who needs to know and how are you going to communicate that message to them)	<b><u>How</u></b> (will the message be communicated)	<b><u>What</u></b> (message do you want to convey to them)	<b><u>When</u></b> (do they need to know or date/time information)	<b><u>Where</u></b> (areas affected, providers affected, geographic area, locations of services)	<b><u>Why</u></b> (do they need this information)
Service Providers	Telephone, email, cellular phone	Location of elderly and disabled shelter locations	Dates shelters are expected to be in operation	Address and contact information for shelters	Regular shelters are not available for special needs victims

**F. Communication with the California Department of Aging (CDA)**

The following outlines the CDA/AAA standard communication procedures during and after a disaster:

- The CDA AAA Disaster Preparedness Coordinator (AAADPC) will provide information to the affected AAAs when the CDA Disaster Preparedness Coordinator (DPC) notifies him that there is a potential Governor-declared disaster/emergency affecting your area (via email, voicemail, or any other method that is available).
- The CDA AAADPC will provide information and resources about the disaster, and request feedback from the AAA regarding the impact of the disaster to service recipients and if feasible, other affected older individuals and their caregivers within the PSA.
- The AAA will provide information to the CDA AAADPC regarding the impact of the disaster and any unmet needs resulting from the disaster as soon as possible (via email, voicemail, or any other method that is available).
- Information received from all affected areas will be compiled into a report that will be submitted to the CDA DPC.
- This information will then be forwarded to the following:

- California Health and Human Services Agency.
- California Emergency Management Agency.
- AoA Regional Office (for potentially federally-declared disasters only).

Information needed by the CDA AAADPC during and following a disaster event includes the following:

- An assessment of the scope of the disaster's impact on older persons.
  - An overview of the impact the disaster has had on the AAA, its service providers, service recipients, and if possible, other older individuals in the disaster area (e.g., are the individuals or facilities operational and or damaged, discontinued, closed, etc.)?
  - An estimate of the amount of assistance that will be necessary to maintain older disaster victims over both the short and long term.
  - Status of the programs (Are they operational, or have they been damaged, discontinued, closed, etc.)?
  - Service gaps or critical issues that need to be addressed in order for service providers to resume operations. \*
  - Impact on service recipients and number impacted (if known or best estimate).
  - Disaster statistics, if available (number of injuries, deaths, number of shelters in operation, number of sites closed, etc.).
  - Equipment or supply needs. \*
  - Affected service populations' unmet needs (i.e., transportation, housing, medication, or equipment.). \*
  - Additional services needed for affected service populations' safety. \*
- \*AAAs should work with their local OES/FEMA to obtain needed items.

### G. Sample Recommended Emergency Supplies Checklist

Procurement Date (or replacement date)	Supplies	Location
	Battery Powered Radio & Spare Batteries	
	Flashlight and Spare Batteries	
	Blankets	
	Water	
	High Energy Snack Foods	
	Adjustable Wrench for Turning off Gas	
	First Aid Kit	

## **H. Subcontract-Agency (Service Provider) Disaster Preparedness Plans**

Although there are no specific regulatory requirements for sub-contracted agencies to have disaster plans/systems in place (except for I&A), there is an expectation that all potentially impacted entities have a responsibility to be prepared. The California State Emergency Plan states in part, “To ensure California’s emergency management community is sufficiently prepared to support effective emergency management, California promotes collaborative, community-based planning and preparedness, where stakeholders from all sectors of society and emergency management disciplines work together to plan for and mitigate disasters and emergencies. As such, all phases of emergency management are a shared responsibility of all stakeholders in the emergency management community. Major stakeholders in California’s emergency management community include California’s residents, vulnerable populations, people with disabilities and the elderly, government agencies, the private sector including non-profits, and non-government organizations.”

The AAA cannot fulfill its requirements without sub-contracted agencies’ support. AAAs need to work with their subcontractors to assure service providers are prepared to assist them and the emergency management community. The amount of support expected from subcontractors must be appropriate to the type of services provided and the assessment of need following the disaster event.

Some things to consider:

- Do you require your service providers to have a disaster preparedness plan as part of the RFP/Contract process?
- If so, does each of your service providers have a disaster preparedness plan?
- If so, do you have a copy of each provider’s disaster preparedness plan?
- As applicable, have your service providers developed a system to pre-evaluate and triage program recipients, based on their level of need for specialized care/services during and following a disaster?
- If so, is there a mechanism in place to communicate this information to the AAA and first responders during and following a disaster event?

## **I. Post Disaster Response**

Provide a brief description of how the agency plans to respond following a disaster, to the needs of its service population, and if possible, other older individuals in its Planning and Service Area.

## **J. Post Disaster Assessment**

Provide a brief description of how the agency plans to assess the disaster’s impact on the service population and, if possible, other older individuals within its service area.

## **K. Post Disaster Recovery**

Provide a brief description of the role the agency might play in the recovery phase of a disaster. Develop a list of services the agency will attempt to provide for the safe recovery of the individuals it serves.

Additional services may be necessary to help older disaster victims until they have recovered or no longer need assistance. The role of the AAA is to:

- Identify services that are needed.
- Submit requests for funds from local and state resources.
- Assist older victims as resources allow.
- Advocate for disaster service continuity.

In many cases, the AAA will allow service providers to expand existing contracts to meet disaster needs (e.g. nutrition, transportation, case management, etc.). If the AAA does not have adequate resources to meet additional needs, it should communicate with CDA to determine if funds are available before committing resources.

## **L. Post Disaster Evaluation**

Carefully review and evaluate your response to a disaster event. Adjust the Agency Disaster Plan and take action steps to implement lessons learned. This evaluation will improve your agency's preparedness, response, and recovery efforts in future disaster situations. It will also help reduce agency risk.

### M. Sample Disaster Preparedness Checklist

This checklist may be used to help you prepare for a disaster

Key (M = Mandatory) (O = Optional)

#### Preparedness Phase:

Task #	Task	Date Completed or Revised
1 (M)	Include in Area Plan information on how AAA will coordinate activities and develop long-range emergency preparedness plans with local and state emergency response agencies, relief organizations, local and state governments, and any other institutions that have responsibility for disaster relief service delivery.	
2 (M)	Designate a Disaster Coordinator (DC). The DC takes responsibility within the agency for mandated emergency planning and preparedness activities. Submit the name and contact information of the designated DC to the CDA AAA Disaster Preparedness Coordinator at CDA annually (in January).	
3 (O)	Develop and maintain an Agency Disaster Plan (ADP). <ul style="list-style-type: none"> <li>• If an ADP is developed, it is recommended to save copies of the ADP on an encrypted computer storage jump-drive. Provide a copy of it to key staff to have with them at all times.</li> <li>• Copies of the ADP must be kept available for all staff within the agency</li> </ul>	
4 (O)	Include a Business Continuity Plan (BCP) in the ADP <ul style="list-style-type: none"> <li>• The BCP should emphasize communications, back-up systems for data, emergency service delivery options, and transportation.</li> <li>• The BCP should also include a system to track emergency expenditures, since they may be reimbursable.</li> </ul>	
5 (O)	Use the Site Emergency Resource Survey in Part II Section 6 to inventory resources within the service area that can be used to support older persons in a disaster.	

**Sample Disaster Preparedness Checklist****Preparedness Phase Continued – Page 2:**

<b>Task #</b>	<b>Task</b>	<b>Date Completed or Revised</b>
6 (O)	Develop a directory of the critical local emergency contacts and form working relationships with them, as appropriate, to assure effective emergency response. <ul style="list-style-type: none"> <li>• Add this directory to your ADP.</li> <li>• Keep a copy of the directory in a place deemed most-appropriate by the AAA.</li> <li>• Establish working relationships and letters of agreement or understanding, as appropriate, between the AAA and contact organizations on the list.</li> <li>• Use agreements to clarify support roles and relationships in meeting the disaster needs of older individuals.</li> </ul>	
7 (M – I&A staff only)	Provide training on the ADP (emergency procedures) to agency staff and service providers.	
8 (M – I&A Staff only)	Conduct annual disaster preparedness training for staff. Include “mock disaster drills” as resources allow.	
9 (O)	Encourage each contract agency to have a written Emergency Operations Plan. A template for a plan is available at <a href="http://www.preparenow.org/srplan.html">http://www.preparenow.org/srplan.html</a>	
10 (O)	Provide information and assistance to program participants and their caregivers to assist them in preparing for disasters.	

**Sample Disaster Preparedness Checklist****Response Phase:**

<b>Task #</b>	<b>Task</b>	<b>Date Completed or Comments</b>
1 (O)	Activate your ADP and assign staff.	
2 (O)	<p>Assess the impact of the disaster on the service population within your area.</p> <ul style="list-style-type: none"> <li>• Determine what sites and/or services are not operational.</li> <li>• Assess what extra service capacity or resources are available to pool among providers, or to use for service expansion.</li> </ul> <p>Try to minimize the period of down time when sites or services are interrupted. Focus on assessing impact to service providers and the delivery system. Note: these assessment efforts continue through the recovery phase.</p>	
3 (O) (M if requesting reimbursement)	Keep sufficient notes to document critical agency meetings, decisions, and actions. Record and document important inter-agency contracts and agreements. This information is vital for after-action reports, and to assist with future planning.	
4 (O) (M if requesting reimbursement)	Keep a record of additional services provided and expenses incurred that are directly related to the disaster incident. Save copies of all receipts and track all disaster-related expenditures, including staff time beyond normal working hours. To recover disaster-related expenses, documentation is critical. Reimbursement depends on complete, detailed, and accurate records, from the first hour forward.	
5 (O) (M if requesting reimbursement)	Document the type and amount of services provided, such as the number of senior contacts, and any authorized contracted services. For documentation purposes, save copies of intake forms.	
6 (M or O – depending on established roles and agreements with local OES)	Establish contact with local (city or county) emergency services coordination personnel at the Emergency Operations Center (EOC). Convey assessment results. In conjunction with local emergency services personnel, determine service priorities. Note: use your local EOC or Op-Area EOC to request resources based on the assessment completed under Task 2. <i>Note: resources may be limited during the first few days following a major disaster event.</i>	

**Sample Disaster Preparedness Checklist****Response Phase Continued – Page 2**

<b>Task #</b>	<b>Task</b>	<b>Date Completed or Comments</b>
7 (O)	Use the guidelines in Section 8, Subsection F, “Communication with the California Department of Aging (CDA),” to communicate information to the CDA’s AAA Disaster Preparedness Analyst. Note: Provide this information to CDA as soon as possible following a disaster.	
8 (M)	Brief Information and Assistance/Referral (I&A/R) staff and, as appropriate, expand I&A/R services.	

**Sample Disaster Preparedness Checklist****Recovery Phase:**

<b>Task #</b>	<b>Task</b>	<b>Date Completed or Comments</b>
1 (O)	If FEMA has been activated, assign specific AAA staff or volunteers to the local FEMA Help Center (formerly known as a Disaster Assistance Center or DAC) to serve as “Disaster Advocates” for seniors. Providers should ensure that all care managers working at the Centers have specific information to provide to clients.	
2 (M)	Advocate on behalf older disaster victims within your PSA, to assure their needs are met.	
3 (O)	If possible, work with contracted service providers to assure affected participants continue to receive services.	
4 (O)	Within 30 calendar days of the end of the declaration of disaster, you may be expected to submit a final report and, if applicable, a CDA 1032 form to the CDA AAADPC.	

## N. Site Emergency Resource Survey

The following survey is designed for AAAs to inventory the service area. The Survey can help identify and assess potential resources in the community to support the service population following a large community disaster. The results of the survey should be included in the Agency Disaster Plan, Business Continuity Plan section.

Organization Name: \_\_\_\_\_

Organization Address: \_\_\_\_\_

Organization Contact Name: \_\_\_\_\_

Organization Contact Phone Number: \_\_\_\_\_

Organization Contact Email Address: \_\_\_\_\_

1. Given the need to shelter people (especially older individuals and persons with disabilities) in the community following a major disaster, could your facility provide temporary shelter space for one or two days?

\_\_\_ Yes \_\_\_ No \_\_\_ Maybe (w/ training & support)

2. If you answered "Yes," to question number 1, how many people can you accommodate? (Please check your best estimate)

\_\_\_ 1 - 25 \_\_\_ 26 - 50 \_\_\_ 51 - 75 \_\_\_ 76 - 100 \_\_\_ 101 or more (specify: \_\_\_\_\_)

3. In an emergency what resources (or supplemental services) could your organization provide?

Check all that apply?

_____ Counseling Services	_____ Emergency Power/Generator
_____ Temporary Housing	_____ Emergency First Aid
_____ Home/Neighborhood Cleanup	_____ Volunteers
_____ Site for Food/Water	_____ Kitchen/Cooking Facilities
_____ Storage Distribution	_____ Other (please indicate)

4. Following a major disaster, could your facility assist in transporting older persons to disaster services?

\_\_\_ Yes (assuming the resources are not in use) \_\_\_ No

5. If you responded “Yes” to question 4, what transportation resources does your organization have (check all that apply)?

Passenger Sedan(s)       Vans (Passenger or Cargo)

Trucks (Including Pickups)       Vans with Wheelchair Lifts

6. Please indicate the support that your organization could provide with language translation, including sign language, at disaster service centers. List languages (other than English):

7. Given the community that your organization serves, would you be able to help in assessing the needs of older individuals in that community or neighborhood following a disaster?

Yes    No    Maybe (depending on resources at the time)

What is the name of the area, neighborhood, or community your agency serves?

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For organizations that provide meal services:

1. Please indicate the type of meal services that your organization provides. (Check all that apply).

Congregate Meals    Home-delivered Meals

2. Given your resources, could your organization expand meal services following a disaster to meet the needs in the community?

Yes    No

If yes, provide the following information for each site:

Name of Site: \_\_\_\_\_

Street Address of Site: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_

Site Telephone Number: \_\_\_\_\_

Site Director/Contact Name: \_\_\_\_\_

Business Phone: \_\_\_\_\_ After-Hours or Cell Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_ Fax: \_\_\_\_\_

Site Emergency Coordinator Name: \_\_\_\_\_

Business Phone: \_\_\_\_\_ After-Hours or Cell Phone \_\_\_\_\_

E-mail: \_\_\_\_\_ Fax: \_\_\_\_\_

After completing this survey, please mail or fax it to:

- AAA Name
- Address
- Email address
- Telephone number
- Fax number

### Section 3: Endnotes

<sup>1</sup> The California State Emergency Plan 2009  
<http://www.oes.ca.gov/WebPage/oeswebsite.nsf/Content/79FCE3912398FA168825740F0060CE32?OpenDocument>

<sup>2</sup> The Robert T. Stafford Disaster Relief and Emergency Act  
<http://www.disastersrus.org/FEMA/stafact.htm>

<sup>3</sup> Older Americans Act  
[http://www.aoa.gov/AoARoot/AoA\\_Programs/OAA/index.aspx](http://www.aoa.gov/AoARoot/AoA_Programs/OAA/index.aspx)

California Code of Regulations (CCR)  
<http://government.westlaw.com/linkedslice/default.asp?Action=TOC&RS=GVT1.0&VR=2.0&SP=CCR-1000>

CCR Title 22, Social Security Division 1.8. California Department of Aging  
Chapter 4(1) Title III Program – Program and Service Provider Requirements  
Article II. Information and Assistance (I&A). Section 7529(a)(4).

Older Californians Act (Welfare and Institutions Code Section 9000 et. seq.)  
[http://www.aging.ca.gov/aboutcda/older\\_ca\\_act.asp](http://www.aging.ca.gov/aboutcda/older_ca_act.asp)

Although AAAs are not typically responsible for senior centers, they contract with many senior centers to provide services. Because it is a regulatory requirement for senior centers, an AAA should require that this information be included in any Requests for Proposals (RFP), or contracts with senior centers. AAAs should request a copy of each senior center's emergency operations plan.

Area Plan Contract - CDA Standard Agreement  
<http://www.aging.ca.gov/aaa/fiscalFormDocument.asp>

<sup>4</sup> HHS issued guidelines on HIPAA emergency provisions that include treatment, notification, imminent danger, and facility directory.  
<http://www.hhs.gov/ocr/privacy/hipaa/understanding/special/emergency/katrinanhipaa.pdf>

CDA Program Memorandum 07-18(P) Protection of Information Assets  
[http://www.aging.ca.gov/PM/PM07-18\(P\)/PM07-18\(P\).pdf](http://www.aging.ca.gov/PM/PM07-18(P)/PM07-18(P).pdf)

<sup>5</sup> CCR Title 22, Social Security Division 1.8. California Department of Aging  
Chapter 4(1) Title III Program – Program and Service Provider Requirements  
Article V. Title III C-Elderly Nutrition Program. Section 7636.1  
<http://government.westlaw.com/linkedslice/default.asp?Action=TOC&RS=GVT1.0&VR=2.0&SP=CCR-1000>

- <sup>6</sup> Administration on Aging (AoA): Emergency Assistance Guide 2006  
[http://www.aoa.gov/AoARoot/Preparedness/Resources\\_Network/2006\\_Assist\\_Guide.aspx](http://www.aoa.gov/AoARoot/Preparedness/Resources_Network/2006_Assist_Guide.aspx)
- <sup>7</sup> CCR Title 22, Social Security Division 1.8. California Department of Aging  
Chapter 4(1) Title III Program – Program and Service Provider Requirements  
Article V. Title III C-Elderly Nutrition Program. Section 7636.1  
<http://government.westlaw.com/linkedslice/default.asp?Action=TOC&RS=GVT1.0&VR=2.0&SP=CCR-1000>
- <sup>8</sup> Role of Long Term Care Ombudsman Program (LTCOP) Resources:
- California Health and Safety Code and Title 22 Regulations  
<http://www.leginfo.ca.gov/calaw.html>
- California Department of Public Health, Licensing and Certification Division  
Disaster Plan Requirements for Skilled Nursing Facilities  
<http://www.cdph.ca.gov/certlic/facilities/Documents/LNC-AFL-07-31.pdf>
- California Department of Social Services, Community Care Licensing Division:  
Emergency and Disaster Preparedness Guide for Residential Care Facilities for the Elderly  
<http://www.cclcd.ca.gov/res/pdf/DisasterGuide.pdf>
- Governor's California Emergency Management Agency (Cal EMA):  
<http://www.oes.ca.gov>
- Centers for Disease Control & Prevention:  
*Emergency Preparedness and Response*  
<http://www.bt.cdc.gov>
- National Long Term Care Ombudsman Resource Center:  
Information and Resources on Emergency Preparedness  
<http://www.ltombudsman.org>
- American Red Cross  
<http://www.redcross.org>

- <sup>9</sup> This MOU can be used as a foundation/template for AAAs to work with their local ARC to develop one between them and their local ARC



AoA-Red Cross MOU

## Section 4: Resources

### Emergency Services Websites:

Federal Emergency Management Agency (FEMA): <http://www.fema.gov/>. On March 1, 2003, FEMA became part of the U.S. Department of Homeland Security (DHS). The primary mission of the FEMA is to reduce the loss of life and property and protect the Nation from all hazards, including natural disasters, acts of terrorism, and other man-made disasters, by leading and supporting the Nation in a risk-based, comprehensive emergency management system of preparedness, protection, response, recovery, and mitigation. This website contains links to the National Incident Management Systems Integration Division (NIMS), training, forms, publications, best practices, planning, mitigation, and other useful resources such as the *Are You Ready Guide*.

California Emergency Management Agency (CalEMA): <http://www.oes.ca.gov> is the site dedicated to the Governor's Office of Emergency Services. The site includes resources for:

- Preparedness, response, recovery, training, regional operations.
- The California Emergency Services Act (CESA).
- The State Emergency Plan (SEP).
- The *Be Smart, Be Responsible, Be Prepared, Get Ready* Campaign (checklists, resource materials, information, and links).
- Special Needs in Emergency Planning and Preparedness.
- Emergency Planning Guidance for Local Government.

American Red Cross: <http://www.redcross.org>. Since its founding in 1881 by visionary leader Clara Barton, the American Red Cross has been the nation's premier emergency response organization. As part of a worldwide movement that offers neutral humanitarian care to the victims of war, the American Red Cross distinguishes itself by also aiding victims of devastating natural disasters. Over the years, the organization has expanded its services, always with the aim of preventing and relieving suffering. The website contains links to disaster services, preparedness, checklists, and classes.

Volunteers Organized Against Disasters (VOAD): <http://www.nvoad.org> is the site that coordinates planning efforts by many voluntary organizations responding to disasters. National VOAD is a nonprofit membership organization founded in 1970 in response to Hurricane Camille in the Gulf Coast. Members of National VOAD include national nonprofit organizations, whose mission includes programs either in disaster preparedness, response and/or recovery. The site contains links to variety of documents that may be useful to people participating in disaster preparedness, response, relief and recovery including a *Long Term Recovery Manual*.

Since its founding, state and local equivalents of VOAD have emerged to foster cooperation, communication, coordination, and collaboration at the state and local level; the heart of any disaster response.

Administration on Aging (AoA):

<http://www.aoa.gov/AoARoot/Preparedness/index.aspx> this site contains links to the resources pages of states impacted by disasters, AoA resources for the Aging Network, regional and state aging disaster officers, the Eldercare Locator, the Emergency Assistance Guide 2006, and the Disaster Preparedness Manual 1995.

## Online Training

Federal Emergency Management Agency (FEMA) (free):

<http://www.fema.gov/government/training/index.shtm>. FEMA provides a variety of training and exercise resources applicable to emergency managers; Federal, state, and local governmental representatives; non governmental organizations; and the private sector. FEMA training and exercise programs help ensure a better prepared nation by training students about prevention, protection, response, and recovery capabilities required for all hazards, natural or manmade.

Exercises validate training and determine strengths, areas for improvement, and identify corrective actions and lessons learned, to drive subsequent planning, training, and exercise activities.

The site contains various FEMA training and exercise programs and links to web-based resources such as the Emergency Management Institute's online Independent Study Program, and enables stakeholders to sort and view specific course details by audience or topic.

Centers for Disease Control and Prevention (CDC) (free):

<http://www.bt.cdc.gov/training/>. The CDC provides on-line or in-person training on topics including risk communications, and specific types of emergencies. The site also offers introductory materials, laboratory training, toolkits, handbooks, video and satellite broadcasts.

Alliance of Information and Referral Systems (AIRS) (cost): <http://www.airs.org>.

AIRS offers "pay-as-you-go" online classes, including one on disaster preparedness. AIRS also has special organizational training packages.

The National Center for Disaster Preparedness (Columbia University) (cost):

<http://www.ncdp.mailman.columbia.edu/training.htm>. This site offers several online courses including, *Basic Emergency Preparedness*.

University of Illinois-Chicago (cost)

<http://www.uic.edu/depts/oe/e/emergencymanagement/>. This site offers an online Emergency Management and Continuity Planning (EMCP) certificate program through the School of Public Health and the College of Business Administration. The

University of Illinois at Chicago online Emergency Management and Continuity Planning (EMCP) certificate program provides core competencies in:

- The analysis of public health and corporate risk and vulnerabilities due to natural or manmade disasters.
- The formulation of strategic and operational plans to respond to disasters.
- Organizational and resource assessment of corporate and public sector response plans.

The Emergency Management and Continuity Planning (EMCP) certificate emphasizes training in the following areas:

- Communications Management.
- Continuity Planning.
- Crisis Management.
- Emergency Operations Management.
- Information Systems.
- Organizational Crisis Response.
- Risk Management.
- Strategic Planning.

The Emergency Management and Continuity Planning (EMCP) certificate program is directed toward the needs of both public and corporate personnel, working in the area of disaster management and recovery. The EMCP online certificate program consists of five graduate level courses and is presented as a cooperative effort of the UIC School of Public Health and the UIC College of Business Administration. Faculty contributing to the program also includes staff from Argonne National Laboratory and practicing professionals in corporate business continuity planning and public health. All courses are eligible to be applied toward a master's degree in public health.

Park University (cost): <http://www.park-university.com>. Park University offers an online course *Graduate Certificate in Disaster and Emergency Management*. The public's continued concern for efficient governmental response to natural and man-made disasters, along with the recent significant investment in emergency management activities, requires knowledgeable public managers, including managers transitioning from other areas of expertise. The array of hazardous events that now confronts public managers includes homeland security issues, failures of complex technology, and a wide range of natural hazards. Students possessing a Graduate Certificate in Disaster and Emergency Management will be well-prepared to engage in the public policy issues surrounding these community hazards.

University of Washington (cost): <http://www.washington.edu>. The University of Washington offers an online *Certificate Program in Emergency Management*. The course prepares individuals to recognize and manage the elements typical of all disaster scenarios: response, recovery, mitigation, risk reduction, prevention, and

preparedness. Working with a nationally recognized faculty in emergency management and urban planning, participants:

- Learn the fundamental concepts and skills for using a GIS for spatial analysis and problem solving.
- Become familiar with a broad range of resources, including HAZUS - FEMA's powerful risk assessment software program for analyzing potential losses from floods, hurricane winds and earthquakes.
- Learn and apply key emergency management concepts and principles, and develop knowledge and skills related to infrastructure protection planning.
- Become familiar with the basic elements of a critical infrastructure system in the US [Physical Critical Infrastructures or Emergency Systems: Public Health and Disease Control or Business Continuity or Cyber-terrorism and Communication Systems]; identify their vulnerabilities in the face of a range of critical situations such as accidents, natural disasters, or terrorist attacks; examine best practices used to reduce these vulnerabilities.
- Become familiar with several methods for selecting, prioritizing and evaluating projects, as well as various performance measures and outcomes-based evaluation methods.

## In-Person Training

American Red Cross (free): <http://www.redcross.org>. The Red Cross offers many classes including first aid, Cardio Pulmonary Resuscitation (CPR), disaster services, collaboration, disaster action teams, fundamentals of disaster assessment, serving people with disabilities following a disaster, and supervision on disaster assignment. Check with your local chapter for classes being offered in your area.

CalEMA Training Branch and the California Specialized Training Institute (CSTI) (cost): <http://www.oes.ca.gov>. Click on the *Preparedness and Training* link for the course schedule and catalog and other information on the State's fee-based programs. The Training Branch/CSTI is California's statutory lead for all-hazards training and exercises. The Branch has certificate and credential programs, exercise classes, courses throughout the State and at its campus in San Luis Obispo. The site also offers a Safety Assessment Program.

## Training Materials

Preparedness Tip Sheets for Seniors and People With Disabilities:

- CDA & CalEMA Emergency Preparedness for Seniors and People with Disabilities: <http://www.aging.ca.gov>. The California Department of Aging (CDA), in collaboration with the State Emergency Management Agency (CalEMA) produced emergency preparedness tip sheets for seniors and adults with disabilities (translations include Spanish, Chinese, and Russian).
- *Earthquake Tips for People with Disabilities*, written by June Kailes: <http://www.jik.com/disaster.html>. Although these "Tip Sheets" focus on

earthquake safety, they apply to general disasters for people with disabilities. What is most valuable is the specificity of the information for people with specific disabilities.

- *An Earthquake Preparedness Handbook for Seniors:* [http://www.aging.ca.gov/aaa/guidance/aaa\\_disaster\\_preparedness\\_resources.asp](http://www.aging.ca.gov/aaa/guidance/aaa_disaster_preparedness_resources.asp). This Handbook was developed by the California Association of Area Agencies on Aging to help prepare service recipients for earthquake and other disaster events.

American Red Cross (ARC): <http://www.redcross.org> and <http://www.prepare.org>. This site contains numerous publications and resource materials.

California Emergency Management Agency (CalEMA): <http://www.oes.ca.gov/Operational/OESHome.nsf/LevelTwoWithNav?OpenForm&Key=Disaster+Assistance>. This is the official website for the State Emergency Management Agency. It provides updates on the State's level of emergency readiness, in addition to materials on disaster preparedness and links to related sites.

Community Preparedness Website: Supporting Special Needs and Vulnerable Populations in a Disaster: <http://www.PrepareNow.org>. This website contains disaster preparedness materials in multiple languages, for seniors and people with disabilities. The purpose of the site is to raise awareness of the needs and concerns of vulnerable populations in disasters. It also contains general links on disasters and special needs.

Federal Emergency Management Agency (FEMA): <http://www.fema.gov>. For all publications, contact the FEMA Distribution Center toll-free at (800) 480-2520 or order on line at <http://www.fema.gov/library>.

## **Disaster Planning Information for Organizations**

Confidentiality: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/special/emergency/decisiontoolintro.html>. This website provides a decision-making tool developed by the U.S. Department of Health and Human Services depicting when protected health information can be disclosed during an emergency.

Long Term Care Ombudsman Survey & Certification - Emergency Planning Checklist [http://www.cms.hhs.gov/SurveyCertEmergPrep/downloads/S&C\\_EPChecklist\\_Provider.pdf](http://www.cms.hhs.gov/SurveyCertEmergPrep/downloads/S&C_EPChecklist_Provider.pdf). Recommended tool for persons in Long-Term Care facilities, their family members, friends, personal caregivers, guardians, and Long-Term Care Ombudsmen.

Agency Emergency Plan - A Simplified Version for Community-Based Organizations: <http://www.preparenow.org/srplan.html>. This template or sample emergency plan is designed specifically to help organizations serving seniors to develop their own disaster plan. “Community-Based Organizations (CBO) Disaster Collaborative Groups” is a generic term that refers to diverse groups of CBOs that come together to prepare and develop a coordinated response to vulnerable populations in disasters. The most common CBO Disaster Collaborative is known nationally as VOAD (Voluntary Organizations Active in Disasters). Some VOAD groups have formed locally throughout California. National VOAD has a website at <http://www.nvoad.org/>. Here are three models of Disaster Collaborative Groups:

1. Community Collaborative Groups (CCG): <http://www.preparenow.org/bacol.html>. This group from the San Francisco Bay Area focuses on addressing special needs populations following a disaster. They emerged based on lessons learned from the 1989 Loma Prieta earthquake and the 1991 Oakland Hills firestorm as well as other local disasters.
2. Bay Area Emergency Preparedness Coalition for Seniors and People with Disabilities: <http://www.preparenow.org/bacol.html>. A collaboration between Area Agencies on Aging and Centers for Independent Living in Alameda, Contra Costa, Marin, San Francisco, and San Mateo Counties. The focus is to (1) strengthen the ability of senior and disability organizations to meet the challenges of a disaster and to (2) build the capacity of Bay Area communities to respond to the special needs of older and disabled adults in disasters.
3. Emergency Network Los Angeles, Inc. (ENLA): <http://www.enla.org>. ENLA developed out of the Los Angeles Mayor's Office following the 1994 Northridge Quake and shortly thereafter merged with the existing Los Angeles County VOAD. Its mission is to enhance preparedness and coordinated response to disasters, by facilitating linkages among Los Angeles County community-based organizations and with Government and the private sector.

## Communication Systems

211 Information System: <http://www.cairs.org>. The California Alliance of Information and Referral Systems (CAIRS) oversee California implementation of the human-services information and referral service. The 211 System is the nationwide initiative to combine human service-related information and assistance to the non-911 level of need individuals. In some states it is fully implemented, while in most states, there is moderate saturation. California has a roughly 80% saturation, with some rural counties underserved or not yet served by the service. For more information on the 211 system, go to <http://www.cairs.org/211.htm>

Reverse 911: refers to the automated citizen disaster-notification system. Reverse-911 is the brand-name given to the product which can notify citizens via computer or telephone of an actual or predicted calamity or emergency. There are competitors, but none have the market share or reach of Reverse-911. San Diego County successfully implemented the Reverse 911 system to shift 510,000 of its population during the October 2007 Wildfires. Though the need for such a system may well exist nationally, shortage of funding has resulted in spotty implementation, both in California and elsewhere. For more information on the Reverse-911 system, conduct a web-search using keywords "[Reverse 911 a Plant-CML Company.](#)"

Reverse 911 Competitors and/or Enhancements include such products as "One Call Now," "Universal Communication System," "Intelligent Alert," and "Notification Server." All of these alternatives utilize a personal computer, with varying degrees of web hosting. Prices vary, and these alternatives are not thought to be in as widespread use as Reverse 911.

HAM/Amateur radios: the most powerful non-computer communication device allowed for use by most citizens, comprising various types of radio equipment, with potentially global reach; licensing is required.

Satellite Systems: transmits communication via earth-orbiting satellite, offering unparalleled ability to communicate around the world, if properly equipped; can be very expensive due to special equipment and usage fees. The internet is an alternative, though it lags in ability to transmit high volumes of data.

Wireless: pagers/computers/internet/blackberry, etc.

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Twitter: is the name of a free social messaging computer utility (micro blog) that is used for staying connected in real-time and is limited to 140 total characters per communication. Several organizations are using Twitter as a communication tool during disasters. See below for some examples.

- List of news organizations using Twitter:  
<http://red66.com/2008/02/a-list-of-news-organizations-using-twitter/>
- Twitter and Public Health - includes disaster preparedness:  
<http://www.slideshare.net/umhealthscienceslibraries/twitter-and-microblogging-for-public-health-presentation>
- Use of Twitter by the American Red Cross:  
<http://twitter.com/RedCross>
- Information technology and emergency response (using Twitter):  
<http://jonaslandgren.blogspot.com/2008/09/detailed-twitter-updates-on-gustav.html>

- Use of Twitter in emergency updates:  
[http://www.disaster-zone.com/2008\\_09\\_01\\_archive.html](http://www.disaster-zone.com/2008_09_01_archive.html)

## Preparing for Disasters

### Area Agencies on Aging:

[http://www.aging.ca.gov/aaa/guidance/aaa\\_disaster\\_preparedness\\_links.asp](http://www.aging.ca.gov/aaa/guidance/aaa_disaster_preparedness_links.asp). This site contains disaster assistance links on various topics to assist AAAs in preparing for disaster situations.

### Service Providers:

<http://www.firstvictims.org>. This site provides emergency preparedness and disaster response resources for nonprofits and community agencies serving people with special needs.

### Seniors:

- [http://www.aging.ca.gov/Disaster\\_Tip/disaster\\_tip.asp](http://www.aging.ca.gov/Disaster_Tip/disaster_tip.asp). This link contains tip sheets for seniors on various disaster-related topics.
- <http://www.vnareadyseniors.org/> The Ready Seniors program is a tool used to help active Ohio Senior citizens, age 60 plus, prepare for emergency situations. By simply completing an online survey, Seniors get a free Ready Seniors Checklist to help them develop an action "what-to-do" plan based on their individual needs and preferences. The checklist guides seniors through different types of emergencies and offers useful preparation tips. The survey is the result of collaboration between the University of Akron and the Visiting Nurses Association.
- [http://home2.nyc.gov/html/dfta/html/tips/emergency\\_guide.shtml](http://home2.nyc.gov/html/dfta/html/tips/emergency_guide.shtml)

### Senior and Special Needs Populations:

<http://www.generationsjournal.org/generations/gen31-4/toc.cfm>. Generations, Journal of the American Society on Aging, Volume XXXI, Number 4. Special edition on Disasters and Older Adults. For single copies and back issues contact membership-subscriber services coordinator by email at [customerservice@asaging.org](mailto:customerservice@asaging.org).

### Disaster Drills:

Great American Shakeout (exercises) Golden Guardian

- Office of Homeland Security Golden Guardian Page  
[http://www.ohs.ca.gov/hseep/golden\\_guardian/](http://www.ohs.ca.gov/hseep/golden_guardian/)
- Shakeout Page  
<http://www.shakeout.org/>

### Emergency Supply Lists/Kits:

There are many companies and organizations that offer emergency supply lists and pre-made kits. A keyword search on the internet should provide plenty of options.

### Disaster Preparedness Checklists:

- <http://www.ready.gov/>. This website contains disaster checklists
- AoA: <http://www.aoa.gov/prof/preparedness/preparedness.aspx>
  - Emergency Management Suggested Checklist (from AoA Resource E)
  - Emergency Backpack Supply List (AoA Resource M)
  - Post Disaster Safety Checklist (AoA Resource N)

### Disaster Manuals/Handbooks:

- Agency Emergency Plan - A Simplified Version for Community-Based Organizations: <http://www.preparenow.org/srplan.html>.  
This template or sample emergency plan is designed specifically to help organizations serving seniors to develop their own disaster plan.
- CALEMA – State Emergency Plan and other Manuals and Handbooks: <http://www.oes.ca.gov/>
- FEMA – Are You Ready Guide: <http://www.fema.gov/plan/index.shtm>
- AoA – Emergency Assistance Guide 2006: [http://www.aoa.gov/AoARoot/Preparedness/Resources\\_Network/2006\\_Assist\\_Guide.aspx](http://www.aoa.gov/AoARoot/Preparedness/Resources_Network/2006_Assist_Guide.aspx)
- Centers for Disease Control and Prevention (CDC): <http://emergency.cdc.gov/planning/>

### **Resource Bibliography**

- Planning for and Responding to Special Needs of Elders in Natural Disasters (Disasters and Older Adults: Generations Winter 2007-08).
- The Vulnerable Geriatric Casualty: Medical Needs of Frail Older Adults During Disasters (Disasters and Older Adults: Generations Winter 2007-08).
- Rapid Needs Assessments of Older Adults in Disasters (Disasters and Older Adults: Generations Winter 2007-08).