

SECTION F

Disaster Plans

Section Revised May 2, 2022 for FY23

Aging Partners
Disaster Plan
Revised April 2022



Table of Contents

Continuity of Operations	3
Primary Responsibilities by Program	6
Plan Implementation	7
Emergency Response Call Sheet	11
Butler County Emergency Contacts	12
Fillmore County Emergency Contacts	13
Lancaster County Emergency Contacts	14
Polk County Emergency Contacts	15
Saline County Emergency Contacts	16
Saunders County Emergency Contacts	17
Seward County Emergency Contacts	18
York County Emergency Contacts	19
Summary of Emergency Management Contacts	20
Specific Disasters	21
Active Shooter	21
Bed Bugs	21
Infectious Diseases	22
Pandemic Influenza	22
Ebola Virus	23
COVID-19 & Other Novel Coronaviruses	25
Fire and Tornado	31
Medical Emergency	34
Police Emergency	34
Potential Data Breach	35
LB 83	37
NET Agreement	39

Continuity of Operations:

The primary focus of this planning is to sustain services provided by Aging Partners to our consumers when impacted by natural or man-made disasters. The disaster plan applies to any and all disasters, including those specified by the Community Aging Services Act regulations found in 15 NAC 1: tornado (high winds), chemical, nuclear, flood and blizzards.

Sustained Leadership:

The following is a succession plan for leadership in the Agency during disaster.

Director

- Director
- Assistant Director
- Aging Services Supervisor

Fiscal

- Administrative Officer
- Accounting Supervisor

Care Management (PFS)

- Aging Program Coordinator
- Aging Specialist IV
- Aging Specialist III

Nutrition (Include home delivered meal programs, congregate programs, meal planning, etc.)

- Aging Services Coordinator
- Aging Specialist II
- Senior Office Assistant

ADRC

- Aging Specialist IV
- Aging Specialist III

Transportation

- Aging Program Coordinator
- Aging Specialist I

Health & Fitness and Lincoln/Lancaster County Senior Centers

- Aging Specialist IV's
- Aging Specialist II's

Communications

- Public Information Officer
- Office Specialist
- City Communications Director

Administrative Offices and Resources

Primary Headquarters:

1. The primary headquarters for overseeing disaster response for Aging Partners will be at their main office located at 1005 O Street. If needed, the basement classroom will be assigned for operations function if current offices are not adequate.
2. A secondary back-up headquarters is available via agreement with NET Television and is located on the UNL East Campus. (See agreement).
3. Other back-ups include:
 - a. UNL County Extension Offices
 - b. St. James Methodist Church
 - c. Aging Partners Senior Center, Havelock

Staff activation:

- The Leadership Team will be the first contacts made by the Director or succeeding Director following a disaster incident. Contacts will be made following the Emergency Response Call Sheet.
- Staff are personally responsible to ensuring they have direction on where and when to report following an incident. Supervisors will provide this information using Emergency Response Call Sheet.
- If an employee does not hear from a supervisor, they may call 402-441-8235. A recording will be left at this number for staff, outlining where and when they should report.
- Employees will follow any Telework Policy and Procedure issued by the City of Lincoln or their employer.

IT and Data Access:

- Laptops
 - A limited number of City/Agency owned lap-top computers are assigned to employees. These computers will be put into immediate use.
 - Aging Partners IT will access the need for supplemental computing devices. Where the need is urgent, IT will work with City IT to assess the availability of additional devices. Rental of supplemental devices will be considered.

All Aging Partner's critical client data systems, documents, and electronic records are stored on offsite servers with data redundancy and backup procedures in place. Our client databases are hosted by third party organizations and are accessed via web-based methods. In the event of a local emergency, availability of this data would not be affected. Redundancy and backup procedures allow for minimal down time in the event of an emergency in the specific organization's locale. Documents and records are largely stored in a Windows file system format on a file server hosted by the City of Lincoln Information Services Division. City of Lincoln Information Services runs systematic back-ups with off-site storage to minimize risk in the event of an emergency. Aging Partners staff would retain or regain access to these documents after data and network connectivity was restored. Agency policy prevents users from storing critical data on local computers, laptops, mobile devices, and external media storage.

- Home Computers Owned by Employee
 - Home computers have access to the web-based City email system.
 - Aged & Disabled Medicaid Waiver staff have access to the web based CONNECT system.
 - Administration may consider work from home options due to the emergency and these home devices may be useful when this is done. When home computers are used to access the city file system, VPN must be used.

Communications Devices:

- Desk Phones: when moved, desk phones transfer their phone number to the new line when moved. If necessary, desk phones can be moved around the facility to accommodate any space use changes. Desk phones may be forwarded to an alternate phone number, such as an employee's work or personal cell phone number.
- Cellular phones: Many staff have been issued City owned cellular devices. These devices have hot spot capability and are prioritized for cellular access as a government issued device, over private/commercial cellular devices. IT will assess the need to activate these hot spot capabilities based on the incident.

Primary Responsibilities by Program:

Accounting:

- Process accounts receivable and payable, generating reports to funders.
- Track excess personnel time and time spent in response.
- Access accounting software (JDE) from any City owned computer.
- Track and report specific event costs/revenues.

Senior Centers

- Maintain usual functions if possible.
- Serve as back-up sites in case other centers are impacted.

Nutrition

- Coordinate alternate food sources when necessary.
- Initiate home delivered meals and increase home delivered meal capacity by outside providers if necessary.

Administration

- Assess facility impact and needs; determine alternate delivery sites.
- Establish coordination with Mayor, County Commissioners, Emergency Management and SUA.
- Notify the Department of Health & Human Services (State Unit on Aging and Medicaid & Long-Term Care – HCBS Waiver) of disaster or emergency and communicate unmet needs and assistance of Aging Partners.
- Ensure budget implications and staffing implications are assessed.
- Provide direction regarding type of response.
- Participate in media relations.
- Ensure adequate tracking of additional resources focused on response.

Medicaid Waiver and PFS

- Outreach to existing clients to ensure recovery.
- Manage payables and receivables for Waiver.
- Access web-based client software programs available.
- Determine need for employees to work from home and approve as necessary.
- Determine need for cellular service “hot spot” activation
- Communicate with providers to reinforce their continued role.

Health & Fitness

- Maintain availability for reassignment to priority functions.

Transportation

- Gear up for increased demand and change in transportation routes.

Plan Implementation

Initial Staff Notifications and Meeting Arrangements with Aging Partners Leadership Team

Aging Partners Director is notified by, or confers with, the Mayor's Office, City/County Emergency Operations Center, and the State Unit on Aging after an emergency situation. If it is determined that a disaster response is necessary, the Director initiates the Calling Tree to organize the first meeting of the Senior Management Team and other essential staff. The Emergency Response Call Sheet is included in Disaster Plan. The first meeting is held as soon as reasonably possible following the disaster.

If the Aging Partner's Director is unavailable, the Assistant Director, will be responsible for beginning the Emergency Response Call Sheet. If both the Director and Assistant Director are unavailable, the Public Relations Specialist will be responsible. The succession will continue with the responsibility falling next to the Community Activities and Services Coordinator, and then next, to the Personal & Family Services Coordinator.

The meeting is held at the Aging Partner's headquarters at 1005 O Street unless the building has been damaged or is otherwise inaccessible. If needed, the Director will confirm that the alternate site is operational and reserve the necessary rooms. The alternate site is the Nebraska Educational Telecommunications (NET) offices located at 1800 North 33rd Street in Lincoln.

The initial organizational meeting is held to organize the Aging Partner's headquarters and its initial response. Responsibilities for communicating with the rest of the Aging Partners staff are assigned to the supervisor of each division. A message will also be placed on the voice mail number. Employees are responsible for contacting that voice mail for instructions if they have not heard from Aging Partners leadership with 24 hours of the event.

Organizing Emergency Response

The Assistant Director assures the Systems Specialist has generated a list of frail elderly persons living in the affected area that need to be contacted. As a backup procedure, one copy of the frail elderly list will be printed and retained each calendar quarter and distributed to First Service Supervisor. If access to the database is not possible, the most recently printed quarterly list will be used.

The Aging Partners Director relays updated information from the Mayor's Office or Emergency Operations Center to the Senior Leadership Team. Updates include information on shelters, available transportation, communication lines, power outages, etc. Program Coordinators and Supervisors, in turn, relay the information to their staff members.

Opening the PFS Office as an outreach center to support impacted seniors

The Personal & Family Services supervisors, with the assistance of the First Service Supervisor, will open the PFS Office as an outreach center to support impacted seniors. PFS Coordinator checks the status of phone, heating, water, electrical and computer systems. The First Service Supervisor reports any problems to the Director for guidance. If the current PFS Office is unavailable, the staff works to open a center at the alternate site.

The First Service Supervisor and other appropriate staff will set up a phone bank to accept concerns from the public and place outgoing calls to the frail persons listed in our data base. The Public Information Specialist will change the message on Aging Partner's main telephone, providing callers with current information and instructions.

The Personal & Family Services Coordinator and the First Service Supervisor will organize, as soon as possible, a meeting of the PFS staff and any others involved with contacting the identified frail elderly and providing needed assistance. Copies of the frail elderly list are distributed. Responsibilities for returning phone calls, contacting frail elderly persons and appropriate follow-up are assigned. Forms for tracking client needs are distributed and explained. The PFS Coordinator distributes and explains the forms to track Aging Partners expenditures for the emergency response to appropriate staff.

The Assistant Director holds additional sessions with staff and/or volunteers as needed to explain the appropriate procedures for follow-up and how to use the tracking forms, etc.

The First Service Supervisor will be responsible for monitoring community resources and regularly distribute updates to the PFS staff for proper referral.

The support staff assigned to the Emergency Response Center begins conducting computer look-ups, if possible, pulling files and organizing call-backs by other staff/volunteers.

Assigned staff begin making predetermined calls to key agency contacts to determine the status of their response and how to coordinate the efforts of agencies serving the elderly.

The Public Information Specialist works with the Aging Partner's Director to develop the first press release to inform the public about Aging Partner's role in the community emergency response and how seniors can access services.

The individuals who place the calls to seniors are responsible for documenting the needs of those impacted. They work with the PFS Care Managers.

Additional meetings with the senior leadership staff and the Aging Partner's Director are held to address any problems and to relay updated information from the Mayor's Office, City/County Emergency Operations Center and other organizations. Information from these meeting is to be relayed to the staff involved in the direct services for the emergency response. Scheduling of staff for extended hours of operation is arranged.

Post Emergency Response

Aging Partner's Leadership Team will review the disaster/emergency following the end of the event to determine if the outlined plan was followed and what changes to the plan should be made. The Director is responsible for leading the post event evaluation, and assuring changes are made to the disaster plan as needed. This responsibility may be delegated to the Assistant Director.

Emergency Response Responsibilities

Aging Partner's Director

1. Be familiar with the county disaster plans in the planning and service area (PSA) and the appropriate contact people in each county.
2. Maintain copies of all relevant disaster plans at her workplace and residence.
3. Coordinate with appropriate officials in the event of a disaster in the PSA.
4. Initiate the Emergency Response Call Sheet in an event of a disaster and coordinate the first meeting of the AGING PARTNERS Leadership Team and staff to determine the appropriate course of action.
5. Determine if AGING PARTNERS's Downtown Office is accessible to operate. If not, open at the designated alternate site or at another location, if necessary.
6. Communicate activities of local city and county emergency agencies to the staff.
7. Supervise AGING PARTNERS's emergency response through daily meetings with Leadership Team and disaster staff.

Assistant Director, Public Information Specialist, Community Activities & Services Supervisor, Area Planning & Nutrition Coordinator, Personal Family Services Coordinator, Administrative Officer

1. Be familiar with the county disaster plans in the planning and service area (PSA) and the appropriate contact people in each county.
2. Maintain copies of all relevant disaster plans at their workplace and residence.
3. Assist the Director with responsibilities of acting as a liaison to city and county officials and to the Aging Partners staff.
4. Assist the Director with supervision of Aging Partners emergency response effort.
5. Supervise the accounting of Aging Partners expenditures in responding to the emergency.
6. Provide information to staff, providers, subrecipients about how to safely provide services during a public health pandemic/infectious disease pandemic.

Data Processing / System Maintenance – Assistant Director, First Service Supervisor, Systems Specialist I, APN Office Assistant

1. Maintain a system (SAMS) to track frail elderly individuals served by Aging Partner's, created quarterly First Service Supervisor and Systems Specialist I. Update and retain a hard copy list of frail and elderly (query based on age, ADLs, PERS users, etc.) on a quarterly basis beginning January 1 of each year. One hard copy is to be kept in the PFS Office under the supervision of the PFS Coordinator.

2. In the event of an emergency, check on the status of the computers in the Aging Partner's office.
3. Assist, as needed, IT staff in maintaining the computer systems and data needed to track clients during the crisis.

Media Liaison

1. Arrange for announcements of Aging Partners in coordination with the identified City PIO and secure contact numbers on local television and radio stations as soon as possible during the emergency situation and for as long as necessary.
2. Coordinate with the Director and City Communications to represent Aging Partner's disaster response to the media in a consistent manner with prepared statements.
3. Prepare press releases and work with the appropriate PIO to inform the public of assistance during the disaster and of any ongoing services Aging Partner's may offer after the initial phase of the emergency. Appropriate human-interest stories that highlight the situation of older adults should also be offered to the local press.

Forms, Systems and Reference Developer – Assistant Director, Personal & Family Services

1. Develop, with the assistance of appropriate staff, the form(s) to be used by Aging Partner's staff who will be contacting older adults to document their needs during an emergency situation.
2. Work with the Administrative Officer to develop the forms necessary to track Aging Partner's expenditures and staff time devoted to a disaster situation that may qualify for reimbursement by federal funding sources.

Fiscal Officer

1. Assist the Systems and Reference Developers with developing forms to track Aging Partner's expenditures and staff time devoted to a disaster situation that may qualify for reimbursement by federal funding sources. Assist with the annual review and update of those forms
2. During an emergency situation, assist with training staff as needed on using the forms to track Aging Partner's resources expended.

Aging Partners Section F
Emergency Response Call Sheet

FY 2020-23

1. **Aging Partners Director contacts**
 - the Public Information Specialist
 - the Personal & Family Services Coordinator
 - the Community Activities & Services (CAS) Supervisor
 - the Medicaid Waiver Program Coordinator
 - the Areawide Nutrition & County Programs Coordinator
 - the Assistant Director who, in turn, contacts the Fiscal Officer

2. **The CAS Supervisor contacts**
 - the Handyman and Transportation Program Manager who, in turn, contacts program staff
 - the Health & Fitness Program Coordinator
 - the Aging Partners Centers Manager who, in turn, contacts the Lincoln/Lancaster County Senior Center Managers

3. **The APN Coordinator contacts**
 - the APN Senior Office Assistant, who in turn, contacts the Program Managers in Seward, Polk, Butler, York, Saline and Fillmore Counties
 - the associated contracted food vendors
 - program staff

4. **The Aging Partners Fiscal Officer contacts**
 - Department staff

5. **The Personal & Family Services Coordinator contacts**
 - the PFS Supervisors, who, in turn, contacts PFS Care Managers, Benefits Counselors, and program staff
 - the First Service Supervisor, who, in turn, contacts ADRC staff and First Service staff

6. **The Medicaid Waiver Coordinator contacts**
 - the Medicaid Waiver Supervisors, who, in turn contact Medicaid Waiver Services Coordinators, Resource Developers, and program staff

Fillmore County Emergency Contacts

Nebraska Emergency Management	402-471-7421
Jean Engle	402-759-4932
American Red Cross	1-402-762-3528
KAWL/KTMX	402-362-4433
KFOR 1240AM/KFRX	402-483-5100
Studio	402-489-1240
Newsroom	402-483-5611
KLIN 1400AM	402-475-4567
Studio	402-479-1400
KOLN/KGIN TV	402-467-4321
Public Health Solutions	402-826-3880 (Office in Crete)
County Superintendent	402-759-4011
County Sheriff	402-759-4441
Police	402-759-3100

Exeter

VOIP Communications	402-441-8324 (City Help Desk)
Windstream Communications	402-436-5557
Police Department	402-266-5331
Perennial Public Power	402-362-3355

Fairmont

VOIP Communications	402-441-8324 (City Help Desk)
Windstream Communications	402-436-5557
Fairmont Light and Water	402-268-3341
Policy Department	402-268-7611

Geneva

VOIP Communications	402-441-8324 (City Help Desk)
Windstream Communications	402-436-5557
Electric System	402-759-4180
County Sheriff	402-759-4441
City Administrator	402-759-3109

Brenda Motis	402-759-4922 (Work)
County Program Manager	

Lancaster County Emergency Contacts

NETV- Daytime - Normal Hours	402-472-9333, Ext. 345 (Al Krause), Ext. 205 (Bob Huber)
NETV- Weekend - Off Hours	402-472-9333, Ext. 489 (Transmitter Control) Ext. 451 (Master Control)
NE Emergency Management Agency	402-471-7421 (formerly called Civil Defense)
Lancaster County Emergency Center	402-441-7441 (James Davidsaver and Mark Hoskins)
American Red Cross - Lancaster	9-1-402-343-7700 or 402-441-7997
NE Emergency Road Conditions	402-471-4533 - Nov 1 to Apr 1 only
KLIN (1400 AM)	402-475-4567 - Office 402-479-1400 - Studio
KFOR (1240 AM)	402-483-5100 - Office 402-489-1240 - Studio 402-483-5611 - News Room
KOLN/KGIN TV	402-467-4321
KLKN TV8	402-434-8000
Lincoln Journal Star	402-473-7301 (newsroom)
VOIP Communications	402-441-8324 City Help Desk
Windstream Communications	402-436-5557
Lincoln Building & Safety	402-441-7521 – Admin 402-441-7061 - Inspection
Lincoln Electric System (LES)	402-475-4211 - Office 402-475-3233 - Emergency
L/L County Health	402-441-8000 - Admin
County Sheriff (911 Emergency)	402-441-6500 - Admin 402-441-6000 –Non Emergency
Lincoln Police (911 Emergency)	402-441-7204 - Admin 402-441-6000 - Non Emergency
Lincoln Fire (911 Emergency)	402-441-7363 - Admin 402-441-3888 - Non Emergency Transport
Lincoln Public Works & Utilities	402-441-7548 - Admin 402-441-7701- Storm Water Emergency

Aging Partners Section F
Polk County Emergency Contacts

FY 2020-23

Nebraska Emergency Management	402-471-7421
Emergency Manager - Bob Carey	402-747-2231
American Red Cross	402-747-2231 (same as County Sheriff/Emergency Mgmt)
County Sheriff	402-747-2231
KAWL	402-362-4433
KOLN/KGIN TV	402-467-4321
KLKN-TV 8	402-434-8000
Polk County Health Dept	402-747-2211
Four Corners Health Dept	402-362-2621

Osceola

VOIP Communications	402-441-8324 (City Help Desk)
Windstream Communications	402-436-5557
Electric System	402-402-764-4381
Police Department	402-747-2231
Fire Department	402-747-3473

Polk

VOIP Communications	402-441-8324 (City Help Desk)
Windstream Communications	402-436-5557

Shelby

VOIP Communications	402-441-8324 (City Help Desk)
Windstream Communications	402-436-5557
Fire Hall	402-527-5414
Nebraska Public Power	877- 275-6773

Stromsburg

VOIP Communications	402-441-8324 (City Help Desk)
Windstream Communications	402-436-5557
Public Utilities	402-764-2561
Rural Public Power	402-764-4381 402-764-8174 (24 Hours)

Erin Dickey, Midwest Covenant Home 402- 764-2252

Amy Theis 402-747-5731 (Work)

PFS Counselor 402-580-9354 (Cell)

Saline County Emergency Contacts

Nebraska Emergency Management	402-471-7421
Emergency Manager, John McKee	402-821-3010
American Red Cross	1-402-343-7700

KWBE	402-228-5923
KOLN/KGIN TV	402-467-4321
KLKN-TV 8	402-434-8000
County Sheriff - Alan Moore	402-821-2111
Public Health Solutions Health Dept	402-826-3880

DeWitt

VOIP Communications	402-441-8324 (City Help Desk)
Windstream Communications	402-436-5557
Utility Office	402-683-5025
Nebraska Public Power	402-800-422-7754

Wilber

VOIP Communications	402-441-8324 (City Help Desk)
Windstream Communications	402-436-5557
Electric System	821-3233
Police Department	821-2201
Public Utilities	821-3233

Lori Moldenhauer	402-821-3330 (Work)
County Program Manager	

Kelly Grimes	402-826-2463 (Work)
PFS Counselor	402-416-1083 (Cell)

Saunders County Emergency Contacts

Nebraska Emergency Management	402-471-7421
Emergency Manager – Terry Miller Tm68041@yahoo.com	402- 432-6598
American Red Cross	402-366-8713 or 402-362-3214
KOLN/KGIN TV	402-467-4321
KLKN-TV 8	402-434-8000
Wahoo Public Works J. Gibney	402-443-3222
Ashland Public Works Kent Hoadley	402-944-3387
Medical	
Saunders County Medical Center	402-443-4191
Ashland EMS Cindy Hightshoe Traumaone76@yahoo.com	402-730-8774
Wahoo EMS Michelle Libal Msyerson23@hotmail.com	402-429-8933
County Sheriff	
Saunders County Sheriff Kevin Stukenholz kstukenholz@co.saunders.ne.us	402-443-1000
Nebraska State Patrol Steve Ayres	402-471-4680
Police Department	
Ashland Police Marc Powell	402-944-2222
Wahoo Police Ken Jackson	402-443-4339
Fire Department	
Wahoo Fire Dept Corey Wagner wvfdchief@yahoo.com	402-443-5063
Ashland Fire Dept Brian Whitehead Bpw99@hotmail.com	402-443-3856
Transportation	
Wahoo Public Schools Galen Boldt	402-443-3051
Ashland Public Schools Zach Kassenbaum	402-944-2128
Allison Blake	402-441-6141 (Work)
PFS Counselor	402-416-9376 (Cell)

Aging Partners Section F Seward County Emergency Contacts

FY 2020-23

Nebraska Emergency Management 402-471-7421
Emergency Manager 402-643-4722
Gary Petersen

American Red Cross 1-402-343-7700 or 402-441-7038
(24-hour emergency service)
Four Corners Public Health Dept 402-362-2621
County Sheriff 402-643-4578

KFOR 1240AM/KFRX 402-483-5100
Studio 402-489-1240
Newsroom 402-483-5611
KLIN 1400AM 402-475-4567
Studio 402-479-1400
KOLN/KGIN TV 402-467-4321

Milford

VOIP Communications 402-441-8324 (City Help Desk)
Windstream Communications 402-436-5557
Fire Department 402-643-3002
Policy Department 402-761-2772
Civil Defense 402-761-2876
Nebraska Public Power 402-877-275-6773

Seward

VOIP Communications 402-441-8324 (City Help Desk)
Windstream Communications 402-436-5557
City Building and Safety 402-643-4869
Electric System 402-643-2927
Police Department 402-643-2579
Public Utilities 402-643-2927

Utica

VOIP Communications 402-441-8324 (City Help Desk)
Windstream Communications 402-436-5557
Fire Department 402-643-4578
Nebraska Public Power 402-877-275-6773

Kathy Ruzicka 402- 761-3593 (Work)
County Program Manager

Aging Partners Section F York County Emergency Contacts

FY 2020-23

Nebraska Emergency Management	402-471-7421
Emergency Manager – Gary Petersen	402-362-7744
American Red Cross	402-366-8713 or 402-362-3214
Four Corners Public Health Dept	402-362-2621
KAWL	402-362-4433
KFOR 1240AM/KFRX	402-483-5100
Studio	402-489-1240
Newsroom	402-483-5611
KLIN 1400AM	402-475-4567
Studio	402-479-1400
KOLN/KGIN TV	402-467-4321
VOIP Communications	402-441-8324 (City Help Desk)
Windstream Communications	402-436-5557
Perennial Public Power	402-362-3355 or 402-362-3357
Health and Human Services	402-362-4471
Public Works	402-363-2600
County Sheriff	402-362-4927
Police Department	402-363-2640
Fire Department	402-363-2610
Mainstay Communications	402-723-4448
(Henderson Phone System)	
<hr/>	
York County Aging Services	402-362-7626
Lori Byers	402-363-8968
County Program Manager	
Jerri Merklinger	402-362-7626
PFS Counselor	

Aging Partners Section F
Summary of Emergency Management Contacts

FY 2020-23

Multi-county disaster response is coordinated through the state

Nebraska Emergency Management Agency (NEMA)
2433 NW 24th St. Lincoln
402/471-7421

Butler County Emergency Management
Mark Doehling
PO Box 135; 451 N 5th St
David City, NE 68632
402/367-7405
402/643-5539 cellular

Fillmore County Emergency Management
Jean Engle
900 G Street
Geneva, NE 68361
402/759-4914

Lancaster County Emergency Services
Jim Davidsaver, Director
555 S. 10th St., Room 046
Lincoln, NE 68508
402/441-7441

Polk County Emergency Management
Bob Carey
PO Box 567
Osceola, NE 68651
402/747-2231

Saline County Emergency Management
John McKee
PO Box 865
Wilber, NE 68465
402/821-3010 or 402/826-7200

Saunders County Emergency Management
Terry Miller
Tm68041@yahoo.com
402-443-5645

Seward County Emergency Management
Gary Petersen
PO Box 153
Seward, NE 68434
402/643-4722

York County Emergency Management
Gary Petersen
16 Eastridge Drive, North
York, NE 68467
402/362-7744

Specific Disasters

ACTIVE SHOOTER

Run

If you hear gunshots, go the other direction. Get as far away from the gunshots as you can. Review your escape options. Alert other staff members and get as far away from the gunfire as you can! When you reach safety, call 911. All phones should display a sticker regarding when to dial 911 and the non-emergency number 402-441-6000.

Hide

Upon hearing gunfire and discovering that you don't have a way to remove yourself from the area, hide. Turn off the lights to your area. Lock the door(s) if possible. Prop anything you can find in front of the door in an effort to stop the shooter from entering. In most cases, the shooter will not take the time to search for anyone if their path is blocked. They will move on down the hall. Get out of site. Hide under a desk and keep very quiet!

Fight

If you cannot leave the area and there is minimal area to hide, your last option is to fight. Prepare to do whatever is necessary to stop the shooter. Grab a chair or a fire extinguisher. Position yourself in a place that will allow you to land the first blow. The more people hiding that can attack the shooter at the same time the better. Whatever force it takes. At this point, it is you or the shooter. Again, this option is your last option. Find a way to exit the area first!

We cannot live in fear of whatever might happen in life, but we can prepare to protect ourselves if and when emergencies arise. We practice exiting buildings during fire alarms. We take shelter during severe weather. We practice CPR and first aid activities.

Self-planning for your work area in the event of an active shooter will increase your safety. Talk about it and practice it.

BED BUGS

Unfortunately, bedbugs have become a fact of life in our community. Our goal is to quickly identify and deal with situations as they arise.

Protecting participants and staff from the inconvenience of a bedbug infestation is important to us all. The cost of addressing these situations is a factor but it simply must be included in the price of being an organization that helps people.

With that in mind, we will be doing the following to provide services and protect participants & staff from bedbugs:

- Curtail items donated to the Senior Center
- Remove upholstered chairs from public areas.

Call Property Management immediately if we suspect bedbugs.

<http://lancaster.unl.edu/pest/bedbugs.shtml>

For staff working in client homes where bedbug infestation is suspected, here is information that will help staff protect themselves while still providing services.

<http://www.vdacs.virginia.gov/pesticides/pdf/files/bb-healthcare1.pdf>

Please call Aging Partner's Centers Coordinator at once if you suspect bedbugs in the building. Thank you for your help with this situation.

INFECTIOUS DISEASES

Pandemic Influenza

The Administration on Aging requests that all States and Area Agencies on Aging include the pandemic flu as part of their disaster plan.

Advanced planning, prevention, communication, and coordinated partnerships through the aging network will be critical to ensure the safety and ongoing care of older persons, before, during, and after emergency events.

Mission

The mission of the pandemic influenza flu plan is to maximize the safety and well-being of our vulnerable elderly population, family caregivers and aging network service providers before, during and after a pandemic and to ensure the continuity of Older Americans Act programs and services of the Lincoln Area Agency on Aging DBA Aging Partners (Aging Partners) as of October 2009.

What is pandemic influenza?

The pandemic influenza is a respiratory virus that causes sudden fever, cough, headache, runny nose, sore throat, muscle aches, and extreme fatigue. This is different from the seasonal influenza. It is easily transmitted between person to person with the potential to be extremely fatal.

Planning and prevention

Aging Partners staff must practice and teach prevention. The following will be strongly encouraged:

- Cough etiquette
- Proper hand-washing technique
- Using alcohol-based hand gel
- Keeping hands away from eyes and mouth
- Using your own office equipment
- Staying within your work area
- Receiving an annual flu vaccine
- Avoiding others if you are sick, you may be asked to go home

Communication

The availability and dissemination of timely and appropriate information to staff, clients, and service providers will be one of the most important facets of the pandemic response. Communication will include information about safety best practices during the pandemic, as well about personal protective equipment.

Aging Partners will partner with Nebraska Health and Human Services, local health departments, emergency management officials, and professional organizations to ensure accurate information before, during, and after the pandemic flu emergency.

The Director or designee will be the key communication contact. The Director or designee will utilize the Agency's Supervisors or their designees to assist with the dissemination of information to staff, clients, and service providers.

Communication will be provided through e-mail and/or telephone. An Agency staff telephone tree will be activated. Staff working at alternate sites will maintain contact with their supervisor.

Coordinated services

Aging Partners staff will work to continue the operation of home and community-based services as effectively as possible. Alternate operations will be issued from the direction of Nebraska Health and Human Services, local health departments, and/or emergency management officials. Pandemic Flu Plans for services such as care management, senior care options, Medicaid Waiver, senior centers, nutrition, and fiscal are attached.

Train and prepare staff

Training and exercises of the pandemic flu plan is essential to demonstrate and improve the plan. All staff will receive a copy of the plan. Each department will test its plan to ensure workability and reliance.

Personnel Issues

Please refer to the Agency's Personnel Policy on issues such as attendance, sick leave, travel, etc.

Ebola Virus

Ebola, previously known as Ebola hemorrhagic fever, is a rare and deadly disease caused by infection with one of the Ebola virus strains. Ebola can cause disease in humans and nonhuman primates (monkeys, gorillas, and chimpanzees).

Ebola is caused by infection with a virus of the family *Filoviridae*, genus *Ebolavirus*. There are five identified Ebola virus species, four of which are known to cause disease in humans: Ebola virus (*Zaire ebolavirus*); Sudan virus (*Sudan ebolavirus*); Tai Forest virus (*Tai Forest ebolavirus*, formerly *Côte d'Ivoire*

ebolavirus); and Bundibugyo virus (*Bundibugyo ebolavirus*). The fifth, Reston virus (*Reston ebolavirus*), has caused disease in nonhuman primates, but not in humans.

Ebola viruses are found in several African countries. Ebola was first discovered in 1976 near the Ebola River in what is now the Democratic Republic of the Congo. Since then, outbreaks have appeared sporadically in Africa.

The natural reservoir host of Ebola virus remains unknown. However, on the basis of evidence and the nature of similar viruses, researchers believe that the virus is animal-borne and that bats are the most likely reservoir. Four of the five virus strains occur in an animal host native to Africa.

People get Ebola through direct contact (through broken skin or mucous membranes in, for example, the eyes, nose, or mouth) with

- blood or body fluids (including but not limited to urine, saliva, sweat, feces, vomit, breast milk, and semen) of a person who is sick with or has died from Ebola,
- objects (like needles and syringes) that have been contaminated with body fluids from a person who is sick with Ebola or the body of a person who has died from Ebola,
- infected fruit bats or primates (apes and monkeys), and
- possibly from contact with semen from a man who has recovered from Ebola (for example, by having oral, vaginal, or anal sex)

A person infected with Ebola is not contagious until symptoms begin

The time from exposure to when signs or symptoms of the disease appear (the incubation period) is 2 to 21 days, but the average time is 8 to 10 days. Signs of Ebola include fever and symptoms like severe headache, fatigue, muscle pain, vomiting, diarrhea, stomach pain, or unexplained bleeding or bruising.

Ebola is spread through direct contact with blood and body fluids

Ebola is spread through **direct contact** (through broken skin or mucous membranes) with

- Blood and body fluids (like urine, feces, saliva, vomit, sweat, and semen) of a person who is sick with Ebola.
- Objects (like needles) that have been contaminated with the blood or body fluids of a person sick with Ebola.
- Possibly, semen from a man who has survived Ebola.

Ebola is **not** spread through the air, water, or food.

Protect yourself against Ebola

There is no FDA-approved vaccine available for Ebola. Experimental vaccines and treatments for Ebola are under development, but they have not yet been fully tested for safety or effectiveness.

DO wash your hands often with soap and water or use an alcohol-based hand sanitizer.

Do **NOT** touch the blood or body fluids (like urine, feces, saliva, vomit, sweat, and semen).

Do **NOT** handle items that may have come in contact with a sick person's blood or body fluids, like clothes, bedding, needles, or medical equipment.

Do **NOT** touch the body of someone who has died of Ebola.

If you get sick with a fever or other Ebola symptoms

- Get medical care right away.
- Do NOT go out in public until you talk to a public health worker.
- Do what your public health worker told you to do if you got sick.
- If you are not able to speak with someone right away, call:
 - Your state or local health department
 - CDC (1-800-232-4636)
 - 911 if it is a medical emergency and tell them you were in a country with Ebola

<http://www.cdc.gov/vhf/ebola/about.html>

Covid-19 and other Novel Coronaviruses

Actively encourage sick employees to stay home:

Employees who have symptoms of acute respiratory illness should stay home and not come to work until they are free of fever (100.4 F or greater) using an oral thermometer, and do not exhibit signs of fever and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-medicines. Employees are to follow the most recent direction from HR and/or LLCHD. Employees should notify their supervisor and stay home if they are sick. Employees who exhibit respiratory illness and do not stay at home, are considered to be potential dangers to our clients and other employees in contracting virus. These employees may be asked to leave by their immediate supervisor.

Employees who are well and who have a sick family member at home with COVID-19 should notify their supervisor and refer to the most recent direction from HR and/or LLCHD on potential exposure definition and actions to take.

Prevention:

Posters will be placed throughout the Aging Partners operated facilities that encourage staying home when sick, cough and sneeze etiquettes, PPE, and hand hygiene at the entrance and in other workplace areas where they are likely to be seen by both employees and clients.

Provide tissues and alcohol-based hand sanitizer that contains at least 60% alcohol, or wash hands.

Routine cleaning of all frequently touched surfaces in the workplace such as workstations, countertops, and door knobs. Use the cleaning agents that are usually used in their areas and follow the directions on the label. Employees will be responsible for cleaning their own space. Program Supervisors will identify parties who are responsible for cleaning public areas in their area of programming.

Disposable wipes will also be available for use on commonly used surfaces doorknobs, keyboards, remote controls, desks). so that they can be wiped down by employees before each use.

Essential Functions:

The following is a list of essential programming at Aging Partners that are sorted by priority. Those functions in the A Category should be supported as much as possible. Those programs/activities labeled as B could be reduced over a moderate period of time (one month). Activities labeled as C can indefinitely be delayed.

The Director, in consultation with the Mayor's Office, will determine when a situation arises whereby Aging Partners must prioritize its services by category.

A Category:

- Lifeline (emergency response system)
- Information and Referral and First Service – to link frail population to resources
- Congregate Housing Services Program Services (required to provide meals under contract)
- Assist clients to retain public assistance benefits (e.g. Medicaid, SNAP) by submitting required documents
- Frail elder client list - identify vulnerable clients to assess safety and needs
- Conduct Level of Care (via phone)
- Monthly contact – Medicaid Waiver and Care Management (via phone)
- Medicaid Waiver service authorizations
- Process provider payments

B Category:

- Meals: Coordination with Tabitha
- Rural Transportation
- CHSP Meals
- Legal (to be conducted via phone)
- Living Well Magazine

C Category:

- | | |
|--------------------------------------|---|
| Health & Fitness Center | Shift use of staff and building |
| Health & Fitness Classes (TV option) | Transition from in-house class to channel 5 |
| Handyman | Shift staff to other priority functions |
| Durable Medical | Shift staff to other priority functions |
| Senior Centers | Close Centers, Shift staff to other functions |
| Financial Services | Conduct via phone |
| Transportation (Lincoln) | Assess if needed |
| Event and Activities | Cancellations |

External presentations

Cancellations

Essential Functions: Essential functions are those functions within the organization that staff support that keep the business operating. The following functions need to be the priority focus of resources.

- Information and communications
- Nutrition and meals
- Internal /external communications
- Access to client records
- Key staff for essential roles
- Track client activities
- Transportation
- Computer and phone access, accessing messages from outside the building
- Cleaning, building cleaning and sanitizing
- Work at home issues – access to computer network. Training staff
- Payroll
- Accounting

Critical Elements/supply chain: the following are supply chain necessities for of Aging Partners

Element:	Responsible Party
Food inventory:	Kitchen Cook
Goal: Assess food need based on us and possible closure of Centers. Maintain at least 3 weeks supply on hand non-perishable food items.	
Emergency supply stock / shelf stable meals	Supervisor, Nutrition
Goal: Maintain no less than 2 days volume of shelf stable meals for distribution to clients should kitchen services be temporarily halted.	
First aid kits to include N95 masks, Blood Pathogens Kits	Director
Goal: To ensure that a working first aid kit is functioning in each Aging Partners facility along with N95 masks. The purpose of the mask is to make them available to clients or workers who are sent home due to suspected illness. This will assist in containment while enroute to medical care or quarantine.	
Sanitizer	
Bathroom supplies	Coordinator CAS

Goal: To monitor and work with cleaning contractor on filling supplies of bathroom products.
 Phones IT Coordinator

Goal: To manage the activate movement of equipment of phones (including mobile phones) to ensure productivity and to shift resources to priority functions and programs.

Internet

Fuel

Quick collaboration Supervisor, Nutrition

Goal: Collaborate with Tabitha Health Care to assess any opportunities for maintaining services to home bound seniors.

How to minimize exposure?

- Establish protocol communicated internally
- Isolation both off site and internal
- Stay Home
- Clear direction and training
- First Aid Kits, Sanitizer, Masks for office and field
- Designated staff for computer access
- Improved maintenance/sanitation/cleaning crews
- Increase self-staff cleaning
- Generous Leave policy
- No large gatherings
- Wash hands
- Healthy lifestyles
- Good hygiene
- Stay home when sick
- Cover mouth/nose
- Sanitize work area
- Don't share equipment
- Use alcohol-based sanitizer
- Take prescribed meds
- Keep hands away from eyes, mouth, and nose.
- Communicate with clients
- Universal precautions
- No handshaking
- Equipment cleaning
- Stay at home.
- Calls from home

- Wiping down when using shared equipment
- Minimize home visits and walk-ins.
- Pass out masks
- Updating PSAs for those waiting on the phone.
- Waiver billing drop off downstairs

Environmental Cleaning

Employee positions and "Work from home":

The following persons are authorized to work from home in the event that the Director calls for this:

All Waiver Staff except Resource Development and Bill Processing functions. Must have functioning home computer equipment

All Personal & Family Staff (with functioning at home computer access HCA)

Data Management support staff

In Office Work required as possible:

- Director
- Program Manger
- Accounting Staff
- Technology Staff
- Kitchen Staff

Staff for reassignment:

- Senior Center Manager and staff
- CAS Staff
- Transportation

Follow any Public Directed Health Measures from the LLCHD when COVID is at high risk for transmission:

Physical Distancing **OUTSIDE THE HOME**

- **Stay at home** unless traveling for work, school, medical care or food
- Individual outdoor activities such as walking, biking, etc. are acceptable
- Distance at least 6 feet from anyone outside the home
- Work from home if possible
- No contact with others outside of those that live in your home

Face Masks **OUTSIDE THE HOME**

- Always wear a face mask when outside of the home and near (within 6 feet) others in **all situations indoors and outdoors**

Hand Washing OUTSIDE THE HOME

- Frequently wash hands for at least 20 seconds, especially after touching high contact surface sneezing/coughing/touching face, or before eating
- Use hand sanitizer when handwashing is inaccessible or infeasible

Illness Monitoring OUTSIDE THE HOME

- If ill with Flu-like or COVID-like symptoms, **stay at home, get tested**, even for essential personnel
- Avoid any contact with symptomatic people
- Daily temperature checks at work

Disinfecting OUTSIDE THE HOME

- Avoid bare hand contact with any high touch surface
- Use barrier such as paper towel or clothing when bare hand contact is unavoidable
- Wash hands or apply sanitizer after touching high contact surfaces
- Enhanced disinfection, especially for high contact surfaces (door/other handles, light switches, bathroom fixtures)

Physical Distancing AT HOME

- No gatherings with non-household members
- If someone in your home is sick with COVID-like or Flu-like symptoms, they should get tested and stay away (isolate) from other household members. Everyone in the household should wear a mask and keep a minimum of 6 feet of distance

Face Masks AT HOME

- Require face masks for anyone to enter your home that is not part of your household
- If someone in your home is sick with COVID-like or Flu-like symptoms they should get tested, everyone should wear a face mask and keep 6 feet of distance if possible
- No face masks for people who live in home if they are not sick with COVID-like or Flu-like symptoms, unless they are under quarantine as a result of being exposed to someone who is infected

Hand Washing AT HOME

- Frequently wash hands for at least 20 seconds, especially after touching high contact surfaces, sneezing/coughing/touching face, or before eating

Illness Monitoring AT HOME

- Daily temperature check
- Continuously monitor for COVID-like or Flu-like symptoms
- If symptomatic, self-isolate, get tested and stay isolated unless you get a negative test
- If symptoms become worse contact healthcare provider

Disinfecting AT HOME

- Avoid bare hand contact with any high touch surface

- Use barrier such as paper towel or clothing when bare hand contact is unavoidable
- Wash hands or apply sanitizer after touching high contact surfaces
- Enhanced disinfection, especially for high contact surfaces (door/other handles, light switches, bathroom fixtures)

At-Risk and Vulnerable Populations

For adults over age 65, anyone with underlying health conditions, and other populations at heightened risk from COVID-19:

- Stay home
- Rely on help for needs outside the home (groceries, medications, etc.)
- Distance from those working outside of the home
- Wear a face mask around others

Aging Partners will coordinate with local health departments to provide information, personal protective equipment (PPE), and other devices to older adults in an effort to ensure understanding of safety best practices during such a pandemic.

Fire Evacuation and Tornado Emergency Evacuation & Take Cover Policy & Procedures

Purpose - The purpose is to provide a plan of action in the event of an emergency and to prevent injury to employees and the public as per 29 CFR 1910.38 of the Occupational Safety and Health Administration's (OSHA) emergency and fire prevention plans.

Objectives - The objective of this policy is to establish written procedures outlining general guidelines in the event of any emergency. This written policy will address the following: fire, medical, and police emergencies, general evacuation procedures, tornado, and a practice drill on a regular yearly basis.

Department Responsibility - The Director is responsible for implementing this policy. All Aging Partners are provided with this written information in order to protect themselves and assist others as needed in an emergency. Signed employee statements indicating they have read the procedure will be collected and filed in the personnel folders. Supervisors are responsible for making sure that the statements have been signed and delivered to administration for filing in the personnel records.

EMPLOYEE RESPONSIBILITY:

- FOLLOW DIRECTIONS of the Emergency Captain(s) on your floor, assist them as requested.
- KNOW WHERE the First Aid Kits, Fire Pulls, and Fire Extinguishers are located and how to use them.
- DO NOT LOCK THE DOORS in any emergency situation.
- DO NOT USE THE ELEVATOR in a Fire Evacuation situation.
- WALK, DON'T RUN AND DO NOT PANIC when evacuating during an emergency.

- “OUT POSTED AGING PARTNERS STAFF” (Staff stationed in locations owned and operated by another entity or organization,) will maintain an understanding and awareness and follow the emergency policies and procedures approved at that location.

Emergency Captains (EC) will assist staff and guests with evacuation of the building in the event of Fire Emergency or to the lower level shelter in the event of a Weather Emergency.

Emergency Captains by floor of 1005 “O” St. and 9th & J St.

1st Floor: Denise Howe, (1-7154) & Front Desk Receptionist on duty (1-7158)

2nd Floor: Julie Reinwald (1- 3481), Nancy Niemann (1-6695), Jennifer Hartman (1-6136)

3rd Floor: Valerie Franssen (1-6108), Velvet Hoskins (1-6109)

Lower level: Devin Mueller (1-6150)

9th & J St: Susan Winkler (1-7575)

1. Notify Staff & Participants: identify the nature of the emergency and proceed with recommended plan of action.
2. Do not lock the doors check to see that all the main doors have been closed.
3. Check all rooms (including bathrooms) make sure that everyone has been cleared from your area.
4. Exit the building in a Fire Emergency, using the closest Emergency or stairwell exit. Do not use the elevator unless authorized by a uniformed firefighter. Fire Department personnel will operate the elevator.
 - Staff or guests with disabilities should be escorted to the nearest exit stairwell, the Emergency Captain or other staff member should stay with them until emergency fire personnel arrive to escort them out of the building.
 - During a Weather Emergency, the elevator may be used to transport persons with disabilities to the lower level shelters.
5. Instruct all staff where to meet should evacuation be necessary. The current meeting point is the Gold’s Galleria Building (11th & O St) or in the event of a weather emergency, the lower-level shelters.
6. Advise employees when to return to work based on information by authorized personnel. Each Emergency Captain should have a current list of employee contact numbers available.

GENERAL FIRE EVACUATION PROCEDURES

During an event that requires evacuation of the building, staff and guests should quickly and calmly exit the building using the nearest emergency or stairwell exit.

The Gold’s Galleria Building (11th & O St) has been designated as the safe meeting place to check in when evacuating the building. In the event of inclement weather, staff and guests may wait inside the Gold’s building.

1. Immediately check in with your Emergency Captain (EC) or supervisor, check for injuries, and or have first aid administered if needed.
2. Staff may be asked to help by identifying who was at work, who was in the field, who was absent for the day or who may be waiting to be escorted out due to a disability.

3. The EC will give information to the Director or the Assistant Director, who will inform the rescue workers who are on the scene as to whether or not there are people still believed to be in the building **OR** if any staff has suffered injuries or need immediate medical care.

FIRE EMERGENCY

Any staff member who detects a fire should call 911 to report it and alert staff to evacuate the building. The Emergency Captain (EC) will ask other staff to help expedite matters; alerting all floors of the necessity for evacuation.

1. EC's will check all rooms to make sure that everyone has been cleared, prior to exiting the building.
2. If alarms are NOT sounding, pull one of the **red manual-pull fire alarms** located on each floor.
3. If the fire is small and seems easily containable, the staff should attempt to put it out using the fire extinguishers, but **ONLY** after being assured that the alarm has been sounded. The fire department should still be notified immediately, and staff alerted, as a backup measure.
4. When using a fire extinguisher be certain the staff is between the fire and the nearest exit, and they should be prepared to cease trying to put out the fire and leave the building if the fire spreads or is not immediately extinguished.
5. **Visitors/Clients** should be escorted to the nearest exit on each floor.
 - **Disabled visitors/clients** should not use the elevator for evacuations in case of a fire. Instead, the EC will stay with any disabled person(s), escorting them to the nearest exit stairwell exit until emergency personnel arrive to **escort them out of the building**.
6. The EC will advise participants/clients when to return to the building based on information from a fire official.

Note: With the great amount of electrical equipment in the building, a fire may release toxic fumes. Heavy smoke and poisonous gases collect first along the ceiling. **Stay below the smoke at all times.** Cover your nose and mouth with a wet cloth if possible. When approaching a closed door use the palm of your hand and forearm to feel the lower-middle and upper parts of the door. *If the door is hot to the touch, **DO NOT OPEN IT.** Seek an alternate escape route.*

FIRE Emergency Evacuation Procedure 9th & J Street

All Aging Partners staff working in this location will be trained and responsible for evacuation of the building while on duty.

The 9th & J Building has an electronically generated fire alarm system, and no manual alarm pulls. If a fire is discovered and the alarm is not already sounding, call 911 and give them a clear description of the fire and the location. Fire extinguishers are available to combat the fire if it seems a prudent option, but not until 911 has been contacted.

There are two exits from this area of the building.

- The Front door of the building exits onto J Street and will be considered the primary exit.

- The Northwest Door of the building exits to the parking lot and will be considered the secondary exit.

When the fire alarm has sounded, building evacuation is necessary. Staff on duty will proceed in the following way:

1. Staff on duty will alert program participants, volunteers and any other visiting staff in the area to exit the building in an orderly manner. Back halls and restrooms will also be checked for unnoticed individuals.
2. Participants, volunteers, and other visiting staff will be instructed to exit the building and to proceed to far west side of the parking lot.
3. When fire or police personnel indicate it is safe to re-enter the building staff will instruct participants to do so.

TORNADO EMERGENCY (TAKE COVER PLAN)

When advised of a **TORNADO WARNING**, outside tone alerts will be sounded, Emergency Captains (EC) will instruct staff and guests to move to the designated shelter areas. Elevators may be used to facilitate evacuation to a safe location.

Tornado Shelter Locations

1005 "O" St: Lower level (basement) Conference Room or South Fire Exit Corridor located south of the Lower Level (basement) elevator lobby

9th & J St: Women's bathroom located on internal wall

All Aging Partners staff will be trained and responsible for facilitating the safety of participants, volunteers and visiting staff in the event of a tornado.

Aging Partners staff and all evacuated persons will remain in the shelter location(s) until an official all clear notification has been issued.

MEDICAL EMERGENCY

The person who becomes aware of a medical emergency needs to call the paramedics.

1. Call 911; give a clear description of the medical emergency and your location.
2. Alert the EC of the present situation, if appropriate, the EC should have a qualified person provide first aid.
3. Inform the Front Reception desk (1-7028) that medical personnel have been called where to direct them upon their arrival.

POLICE EMERGENCY

If, at any time, an Aging Partners staff member feels that his or her personal safety is in jeopardy, the offending party will be asked to leave the center. If the offending party refuses, a call will be made to local law enforcement. These situations, rare as they may be, would involve threatening, violent, or aggressive behavior, overt interference with the normal operations of the center or commissions of an illegal act. These behaviors will not be tolerated. The person who becomes aware of an emergency requiring the police can discuss the matter with an Emergency Captain (EC) or the supervisor present IF THERE IS TIME, or freely initiate action herself/himself

IF THERE IS NOT TIME:

1. Call 911; give a clear description of the situation and your location.
2. State any other emergency alarm systems that alert staff and/or police about Intruders or immediate danger.
3. Inform the Front Reception desk (1-7028) that the Police have been called and where to direct them upon their arrival.

POTENTIAL DATA BREACH

In the event of a potential data breach, such as a compromised email account, the following steps are taken.

Aging Partner employee observes a potential data breach, immediately notify City Information Services by phone 402-441-8322. Inform immediate supervisor and Assistant Director, Kay Wenzl at 1-6159. Please also notify Systems Specialist I, Colby Hoshor (1-6138 or 402-890-7328).

City IS will take the following steps:

- Reset compromised account password and terminate any existing sessions.
- Block access to the credential-phishing web page identified in the phishing email.
- Search for other employees that received the email and remove the email from their inboxes.

- Email users that received email and instruct them to reset password or call help desk if they entered their credentials before the emails were removed.
- Check login locations of compromised account to determine potential location of compromised connection. Check for other connections from the same location for other employees. If any connections are found, ensure the account passwords have been reset.
- Continue to monitor for suspicious email activity based on findings above

The steps taken by City IS may be completed concurrent to additional steps (not necessarily in order of completion) taken by Aging Partners, which are as follows:

- Assistant Director or Director will inform City Privacy Officer (Rick Tast) via email that a potential data breach has occurred. CC the city attorney assigned to Aging Partners. This will be completed within 24 hours of potential breach.
- Director will inform Mayor's office, City Council and County Board regarding incident and its handling.
- Assistant Director or Program Monitor will review contracts, grants and subawards impacted by potential data breach for which Aging Partners is a HIPAA Business Associate to determine deadline for notification to the Covered Entity.
 - Director will notify Covered Entity by deadline.
- Assistant Director, Systems Specialist I and City IS will determine what data sources need to be reviewed/researched.
- Program Monitor will organize and lead a project team to research data sources breached.
 - Project Team members will have regular tasks put on hold or reassigned as needed to devote time to data breach project.
 - Program Monitor will provide written and verbal training to Project Team regarding data source review/research.
 - Program Manager will conduct daily "huddle" meeting of Project Team to review progress, identify resource needs, and troubleshoot concerns.
- Program Monitor will determine best method to record details of data included in potential data breach and persons impacted by it. Program Monitor will create necessary tracking forms
- Assistant Director or designee will request security access for Project Team from City IS. At end of project, end security access.
- Upon determination of type of data potentially breached, Director will be informed, and further coordinate with City Privacy Officer and city attorney assigned to AP regarding requirements under HIPAA and any other state statute, local ordinance, or federal law.
- Director will consult with City IS Director regarding the use of an outside cyber security forensics company under contract with City.
- Director or Assistant Director will review and determine if necessary to contract with an outside vendor for data breach support services, such as data source review, development of notification letters, mailing of notification letters, etc. Experian is one such company.
- Director will provide internal communication to agency employees as appropriate, prior to or in conjunction with press release.
- Public Information Officer will coordinate with City Communications and HIPAA Covered Entities

regarding press release and communication to the public regarding potential data breach.

- Director or designee will draft notification letter to those impacted by potential data breach will be drafted. Letter provided to Covered Entities upon request.
- Notification letter printed and mailed by deadlines established in HIPAA (within 60 days of potential data breach). Do not include name of Nursing or Assisted Living Facility on envelope as US Postal Service will not process the envelope.
- PIO posts press release and notification letter to agency website per HIPAA requirements and removes it at the end of the period outlined in HIPAA.
- Assistant Director will coordinate with City IS to establish dedicated toll-free phone line for impacted persons to call with questions.
- Director will determine the need for and coordinate with City IS and Purchasing to obtain subscriptions to credit bureaus for persons impacted by potential data breach.
- Director will determine necessity of individualized contact by agency Benefits Counselors with impacted persons.
 - Benefits Counselors will be provided necessary information and make contact with impacted persons. Phone contact and in person appointments will be offered. Mailing sent if no success with phone contact after one week of phone attempts.

If potential data breach involved compromised email accounts, the following information from emails not encrypted will be collected:

Email account holder

Email file folder name

Email date

Client/person impacted

Type of HIPAA protected or confidential information on email

Client mailing address.

Client POA or Guardian name and mailing address

Client status if deceased and date of death

Other pertinent information

MEMORANDUM

TO: City Directors
FROM: Yohance Christie, City Attorney
DATE: April 23, 2021
RE: Impact of LB83

With the passage and enactment of LB83 by the Nebraska Legislature, several important changes are now in effect as of April 22, 2021. This memorandum will address some of those changes that are most directly applicable to public bodies of the City of Lincoln.

During an emergency declared by the Governor, public bodies may meet virtually subject to specific notice and procedural requirements.

Section 12 of the bill makes a significant number of changes to Neb. Rev. Stat. §84-1411. A number of those changes have to do with modernizing some of the language in this statutory section as it relates to multi-jurisdictional public bodies. For purposes of most public bodies of the City of Lincoln, the more critical changes are found in a new subsection in §84-1411 that is applicable to all public bodies. The new (7) allows public bodies to meet virtually during an emergency declared by the Governor. The requirements for such a meeting are as follows:

- A. The public body must give reasonable advance notice of the meeting. This is a reflection of the fact that these meetings are broader in nature than the true “emergency meetings” previously allowed solely to address the emergency at hand. Reasonable notice should be treated according to the procedures and timelines currently followed with respect to providing notice of the meetings of these public bodies.
- B. The notice of the meeting shall specifically include information regarding the means of access to the meeting provided to the public as well as the media. This includes, but is not limited to, “...a dial-in number or a link to a virtual conference.” The City Attorney’s Office would also advise public bodies to include these means of accessing the meeting on the agenda.
- C. The public body must make available to the public links to electronic copies of (1) the agenda, (2) all documents being considered at the meeting, and (3) the current version of the Open Meetings Act.
- D. Accommodations shall be made that allow the public to hear the meeting and address the public body. This has been accomplished through virtual meeting platforms at times, and that is likely to continue to be the method moving forward. Utilization of these platforms will require coordination and notice that exceeds what is traditionally required. Therefore, the use of virtual conferencing to conduct meetings of public bodies in this way should be made in advance after giving consideration to how best to accommodate the public’s right to hear and speak at the meetings.

E. The minutes of any meeting held by virtual conferencing shall include a statement regarding the nature of the emergency. Those minutes should otherwise comply with all other requirements of the Open Meetings Act and any other applicable law related to minutes of the public body in question.

The public body SHALL require members of the public who address the body to identify themselves and any organization they represent and to provide their address unless the address requirement is waived in order to protect the security of the individual.

This new requirement is added to 84-1412(3) by Section 13 of LB83. The legislature specifically amended the term “may” to “shall” as it relates to this provision, and it added the requirements related to address and the identity of any organization the person addressing the public body is representing. This was done in order to allow the media better information if they choose to follow up with the individual.

The obvious question that arises from this new requirement is how to address the person who asks not to provide an address because to do so would place them in danger. That is going to be up to the discretion of the chairperson/president of the public body. It could be that providing an explanation of the danger is equally as concerning to the person as providing his/her address. One approach might be for the public body to take a short recess to allow the chairperson to get a short, off-the-record explanation of why the person is concerned about providing an address. Following the recess, the chairperson could then announce a decision regarding whether it is necessary for the person to provide an address. The nature of the requirement, however, is discretionary, and there is not any guidance in the bill related to that decision.

There are other, more limited, changes to the Open Meetings Act in LB83 that are not included in this Memorandum. Those changes are specific to particular public bodies, and the focus of this Memorandum is all public bodies of the City. In the event a public body of the City is considering conducting a public meeting by virtual conferencing, said body should consult directly with the City Attorney’s Office.



AGING PARTNERS
1005 "O" Street Lincoln, NE 68508-3628
402-441-7070 fax: 402-441-7160 Toll-free in Nebraska: 800-247-0938 aging.lincoln.ne.gov

December 13, 2018
Mark Leonard, General Manager/CEO
Nebraska Educational Telecommunications
P.O. Box 8311
Lincoln, NE 68501

Re: Letter of Agreement between NET & Lincoln Area Agency on Aging (AGING PARTNERS) for use of NET Meeting and Events Room as an Alternative Emergency Site

Dear Mr. Leonard:

It is our hope that Nebraska Educational Telecommunications (NET) will continue to act as an alternate emergency site for AGING PARTNERS by providing physical space for our staff to operate during an emergency in which AGING PARTNERS is unable to use their primary site at 1005 O Street in downtown Lincoln.

There are over 11,000 older people (Seniors) living within Lincoln/Lancaster. Many of these people live alone and are independent of any immediate supervision such as is available in nursing homes and hospitals. Some have disabilities or mobility issues. In the event of an emergency that impacts our 1005 O Street facility, it is the goal to maintain our critical services to those people who rely on AGING PARTNERS for their health and safety.

Emergency Needs

AGING PARTNERS understands that NET is willing to provide physical space within the NET building to accommodate approximately 45 persons who will be operating through the use of their own assigned cellular phones and computers. The Meeting and Events Room would serve well for this purpose if accompanied by tables and chairs.

Access to the Building

It is our understanding that NET is open from 8:00 a.m. until 5:00 p.m. Monday through Friday. In the event of an emergency during these hours, AGING PARTNERS could access the NET building via the receptionist at the front desk with advanced contact with the General Manager or CFO. Should an emergency occur between the hours of 5:00 p.m. and 8:00 a.m. Monday through Friday or during the weekends, a telephone number will be



provided by NET to AGING PARTNERS. Arrangements would then be made to provide AGING PARTNERS with access to the building.

AGING PARTERS understand that previously scheduled events would take priority unless NET is able to reschedule the other event.

Fee

It is our understanding that NET sees this assistance to AGING PARTNERS as a means of providing additional public service to the Lincoln area and that no fee for the use of the facilities would be assessed to AGING PARTNERS.

The willingness of NET to assist AGING PARTNERS in the event of a disaster within the City of Lincoln and the AGING PARTNERS facility is no longer available for use in the event of an emergency is greatly appreciated.

Insurance

AGING PARTNERS understands that in the event of the need to use NET space, that NET may request an insurance certificate naming NET as an additional insured.

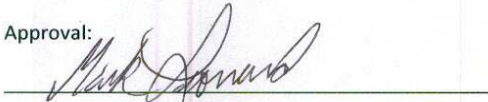
Thank you for this ideal location for an alternate disaster control center.

Sincerely,



Randall S. Jones, Director
Aging Partners

Approval:



Mr. Mark Leonard, General Manager/CEO
Nebraska Educational Telecommunications

Date: 12/14/18

Cc Randy Hansen, CFO

