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**AGING OFFICE OF  
WESTERN NEBRASKA  
EMERGENCY / DISASTER PLAN**

# AGING OFFICE OF WESTERN NEBRASKA EMERGENCY / DISASTER PLANNING GUIDELINES

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# INTRODUCTION

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## MOTIVATION

The Aging Office of Western Nebraska (AOWN) has a legislative mandate to advocate on behalf of older persons, over the age of 60, who reside within PSA-L, otherwise known as the Panhandle of Nebraska, which includes the following 11 counties in western Nebraska, Banner; Box Butte, Cheyenne; Dawes; Deuel; Garden; Kimball; Morrill; Scotts Bluff; Sheridan; and Sioux. This include providing service assistance during an emergency or disaster.

The AOWN also has the responsibility to provide adequate protection to its employees, volunteers and visitor to the offices or nutrition sites operated by the AOWN.

## PANHANDLE ALERT SYSTEM

Panhandle Alert is the official emergency notification system used to communicate with community residents during emergencies. The Panhandle Alert system works throughout the PSA-L and is available to anyone who is willing to sign up with the system. The alerts are geo-targeted alerts, which means the alerts are sent to only those individuals located in the area of the alert. They indicate what type of alerts you want to receive including weather, traffic, emergency and more. Notifications can be made via text, email and/or voice message.

Signing up can be done on your phone or computer. Visit the website <http://panhandlealert.org> to sign up. All AOWN employees have been asked to sign up with the Panhandle Alert to get emergency messaging on their cell phones and on their computers. Fliers are provided to clients, providers and visitors to AOWN offices.

## AOWN PREPARATIONS

When an emergency strikes, our immediate safety and prompt recovery will depend on the existing levels of preparedness among staff, volunteers, and partners. Staff and Volunteers are those individuals who are employed, or volunteer with the AOWN and our partners are the federal, state, county, municipal governments and the many non-profit organizations who work in conjunction with the AOWN to provide the necessary services to older persons.

AOWN has a memorandum of understanding with the American Red Cross (ARC) that provides a broad framework of cooperation in rendering assistance and services to older victims of disasters. The AOWN also has a cooperative working relationship with FEMA and works in partnership with the Office of Emergency Preparedness to ensure service needs of older persons are met in times of disasters.

AOWN's Emergency Plans outline how the organization will:

- Provide for the safety of staff, volunteers, and visitors to the offices of AOWN.
- Communicate with clients in the emergency area on conditions and needs of clients.
- Safeguard vital records and resources related to the AOWN's mission; and
- Coordinate with the federal, state, county, municipal emergency response and recovery procedures; and
- Work closely with local service organizations in coordinating service activities.

# INTRODUCTION

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## TYPES OF EMERGENCY

Emergencies and disasters can happen at any moment - and they usually occur without warning. The Emergency can be localized to an AOWN office or nutrition site; or it can be broader in scope such as:

- Localized to and AOWN office or Nutrition Site.
- Localized to several blocks within a community.
- Localized to an entire community; or
- A broader area such as a county, several counties or
- The entire PSA-L - Panhandle or
- It can be the entire State of Nebraska.

Planning for these emergencies requires understanding as to the location and extent of the emergency and having prepared plans of response and recover from the emergency.

The guidelines for AOWN Emergency Plans will produce comprehensive, yet simple and flexible, procedures which can be applied to a variety of emergency incidents that may occur, including

- Earthquakes
- Fires or Explosions
- Hazardous Materials Releases (Chemical or Nuclear waste/fallout)
- Tornados
- Blizzards or other weather-related conditions
- Extended Power or Utility Outages
- Floods
- Terrorist act or Mass Casualty Events

Emergencies are classified as minor or major, according to their severity and potential program impact.

**A minor** emergency or critical incident - Any incident, potential or actual, which will not seriously affect the overall functional capacity of AOWN or not impact many clients. Examples: a **minor** one-room fire contained immediately; a **minor** toxic spill confined to a small area.

A major emergency or major crisis is any event (happening with or without warning) causing or threatening death or injury, damage to property or the environment or disruption to the community which, because of the scale of its effects, cannot be dealt with by the emergency services and local authority as part of their day-to-day activities.

Major emergencies or incidents within the city council boundary may fall within one or more of the following categories:

- Severe weather conditions/flooding
- Major structural collapse
- Major fire or explosion
- Threats to public health
- War or terrorism
- Major public disorder or criminal activity

## **THE MANUAL**

The manual is divided into four sections:

- A. MITIGATION
- B. PREPAREDNESS
- C. RESPONSE
- D. RECOVERY

Each section contains information, checklists and forms that outline the basic components of these three critical areas. The checklists and forms serve as templates to create a new AOWN Emergency Plan, or they can be incorporated directly into existing AOWN documents. By keeping emergency preparedness plans in a loose-leaf binder, AOWN can easily customize or update the contents. All the forms can be found in ATTACHMENT B.

The enclosed forms should be adapted or augmented to fit AOWN's mission, staffing, relative location(s), or other unique circumstances.

Whatever form the AOWN Plan takes, it should include the unit's policies relating to the emergency "chain of command," a definition of essential personnel and mission-critical functions, staff release-time policies, and internal emergency communications procedures.

The Emergency Plan must be known and understood before an emergency occurs. AOWN management should take immediate steps to:

- ◆ Share this important safety information with all staff, and volunteers annually.
- ◆ Brief all new personnel as they join the AOWN.
- ◆ Keep multiple copies of the Plan in accessible locations throughout the organization.
- ◆ Ensure that managers keep a copy of the Plan at home.

# A) MITIGATION

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## DEFINING MITIGATION

Mitigation is the preventing of future emergencies and/or minimizing their effects. This includes any activities which prevents an emergency, reduce the chance of an emergency happening, or reduce the damaging effects of the unavoidable emergencies, such as:

- Having flood and fire insurance for a home or office.
- Having an emergency checklist available in home or office.
- Having smoke and CO2 detectors in a home or office.
- Having emergency food supplies in a home.
- Having appropriate safety kits in a home or office.
- Having shelter locations identified in a home or office.
- Having emergency exits identified in a home or office.
- Having emergency telephone numbers easily accessible in home and office.

This simple checklist above is used to communicate the most basic needs to minimize effect of emergency situations when they occur. Mitigation activities take place before an emergency, to take the most basic steps for protection and after emergencies, to ask the question what more could be done.

## REDUCING EXPOSURE TO RISKS AND HAZARDS

The following tips can prevent emergencies from happening in AOWN Offices and Nutrition sites and will certainly mitigate their effects when they do occur. It can also be helpful for client's homes.

### FIRE PREVENTION

- ◆ Know the location of alarm stations and extinguishers. Know how to use them
- ◆ Leave fire doors closed at all times
- ◆ Clear obstructed corridors, aisles and room exits
- ◆ Use only grounded electrical plugs
- ◆ Limit use of extension cords and multiple outlets
- ◆ Do not use mechanical rooms or utility rooms for storage
- ◆ Do not smoke in facility

### KITCHEN SAFETY & PREPAREDNESS

- ◆ Maintain a clean work environment
- ◆ Post kitchen safety work rules, train all personnel
- ◆ Inventory and label chemicals. Do not purchase excess quantities of chemicals
- ◆ Segregate incompatible chemicals. Keep flammables in flammable storage cabinets
- ◆ Keep copies of Material Safety Data Sheets
- ◆ Investigate emergency power options
- ◆ Avoid high storage of heavy items

### BEFORE A POWER EMERGENCY

- ◆ Identify and prioritize vital power-dependent functions, operations, and equipment
- ◆ Determine whether you have emergency power outlets in your area. Plan to use them for priority functions only
- ◆ Determine if there is emergency lighting in your area. Keep flashlights available in all work areas
- ◆ Do not overload power strips. Extension cords are for emergency use only

## A) MITIGATION

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### **EARTHQUAKE PREPAREDNESS**

- ◆ Know how and where to take cover during a quake.
- ◆ Anchor bookcases, cabinets, and files over 42 inches. Do not stack furniture.
- ◆ Move tall furniture away from exits. Do not use tall furniture as room dividers.
- ◆ Secure computers, equipment, and display cases. Store heavy items at floor level.
- ◆ Back-up data and sensitive information, store duplicates off-site.

### **COMMUNICATION**

Communicate these important mitigation measures to staff. AOWN's level of readiness for an emergency depends not only on having an up-to-date plan document, but also on keeping our staff, volunteers, and constituents aware of their personal responsibility for safety.

## B) PREPAREDNESS

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### GETTING ORGANIZED

The first step in building AOWN preparedness is to assemble appropriate human and physical resources to handle an emergency / disaster.

The AOWN has established an “Emergency Coordinator” to help develop and implement Emergency Plan. The Emergency Coordinator is the AOWN Executive Director who is the most familiar with the AOWN’s programs and physical facilities and is a person with the management experience and financial authority to make necessary decision during the emergency.

If the Emergency Coordinator cannot be reached to respond to a situation, AOWN has identified a succession of alternatives that can be contacted to ensure a prompt response takes place.

First Succession – Fiscal Coordinator  
Second Succession – Nutrition Coordinator  
Third Succession – Service Coordinator

AOWN already have individuals assigned to coordinate safety functions within the various locations known as our Safety Committee. The Safety Committee will incorporate emergency preparedness planning into their Safety Manual.

The Emergency Coordinator(s) can be contacted at the AOWN office during normal working hours. If not, the alternates can be contacted in the order identified. During non-working hours, the Emergency Coordinated can be contacted at home or via cell phone as can the alternates.

Emergency preparedness for AOWN clients will include a folder with all clients’ names, phone numbers, special needs, and emergency contacts documented and kept in the Choices Supervisors office. The Client information will be updated monthly. All staff will be aware of the folder, so it is readily available during any disaster outbreak. All Case Managers will have a list of their clients and personal information at their desks for emergency situations.

All of the Service Coordination staff for AOWN have been established as the primary Emergency Response Team to contact their individual clients in the case of a potential emergency or disaster. They will work with the Emergency Coordinator to communicate to clients.

#### The Emergency Response Team

- Works with their clients and client’s family to evaluate mitigating practices for clients still living in their home.
- Works with their clients and client’s family to acquire supplies and service which can mitigate emergencies.
- Is trained to help disseminate emergency instructions as directed by the Emergency Coordinator, to assist clients with their immediate needs including evacuations and security if necessary.
- Will be prepared to document the effects an emergency and coordinate facility and program restoration, according to priorities identified by the Emergency Coordinator.



## B) PREPAREDNESS

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### SUPPLIES AND EQUIPMENT

AOWN will need basic emergency supplies and equipment to be as self-sufficient as possible after an emergency. AOWN emergency kits will vary in size and composition according to a locations structure and function, but all locations should have the following essentials in an accessible location:

- ✓ First aid supplies, with instructions
- ✓ Flashlights/batteries, approved power strips and extension cords
- ✓ Portable AM/FM radios/batteries
- ✓ Blood and toxic spill kits
- ✓ Portable emergency water
- ✓ Employee rosters – List of who is working the day of the event
- ✓ Client rosters – List of clients who in the office or nutrition site the day of the event
- ✓ Emergency phone numbers

Other resources may be considered to add to their emergency supplies include such items as megaphones, two-way radios, and packaged emergency rations.

Every manager should encourage employees to keep a personal emergency kit in their work area. These kits should contain the employee's flashlight, back-up eyeglasses and medications, sturdy shoes, a sweater, a wrapped snack and water packet, and personal emergency contact numbers.

### ESTABLISHING EMERGENCY COMMUNICATIONS SYSTEMS

The Emergency Plan explains that, during an emergency, AOWN managers

- ◆ Ensure emergency telephone numbers are easily available to all locations respective of the location.
- ◆ Ensure that life-safety emergencies are reported to the Emergency Coordinator who will communicate with local Protective Services agencies.
- ◆ Account for the safety of staff, volunteers, clients, and visitors to AOWN locations.
- ◆ Deliver critical information and instructions to the Emergency Coordinator who will communicate to appropriate personnel and Protective service agencies.
- ◆ Forward disaster impact reports to the Emergency Coordinator and disseminate disaster instructions.
- ◆ Establish "telephone trees" and "distribution" voicemail and email lists to initiate rapid emergency notifications. (Be ready to use your web page for making updates during extended incidents).

In the event an emergency/disaster destroys the AOWN's communication system, the Emergency Coordinator and/or alternates will coordinate alternative location and the location and new phone numbers will be disseminated to the personnel and the public.

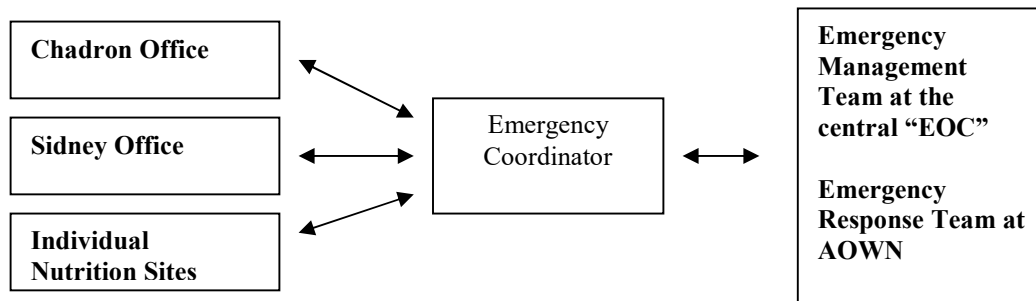
## B) PREPAREDNESS

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### DISASTER COMMUNICATIONS

During a disaster, AOWN locations should send emergency impact reports to the Emergency Coordinator regularly throughout the disaster. The Emergency Coordinator will then send prioritized emergency impact reports to the local Emergency Operations Center (EOC). The EOC serves as a central coordination point for deploying resources and information to AOWN locations.

The flow of information in a disaster is shown below:



### PLANNING AHEAD FOR EVACUATIONS

A building evacuation is mandatory whenever a fire alarm sounds and building occupants should exit immediately. Building evacuations also follow severe earthquakes, after the shaking stops. After a building has been evacuated, occupants must wait for a safety inspection before re-entry.

- Establish evacuation plans for each facility operated by AOWN.
- Conduct evacuation drills annually. Plan evacuation needs with disabled personnel, volunteers, or clients.
- Establish an Emergency Assembly Point (EAP) and all staff, volunteers and visitors must meet at the EAP and be accounted for; (EAPs are safe outdoor destinations where personnel meet to notify managers of their safety and get emergency information and assistance);
- Be prepared to account for all personnel.
- Know how to obtain and disseminate emergency information and instructions.

If a complete community evacuation and closure of a community is necessary during a disaster, it will be announced and coordinated by the Emergency Management Team from the Emergency Operations Center. Facility evacuations will be sequential to maintain safety and avoid traffic gridlock.

When community evacuations and closure of a community occur the Emergency Coordinator will have appropriate Emergency Response Team members call clients in the community to insure they have been notified of the evacuation and the instructions as to what to do and where to go.

## C) RESPONSE

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### OVERVIEW

Response to emergencies depends upon the extent of the emergency. If the emergency is minor and localized to a particular office or nutrition site where individuals in danger are employees, volunteers and possibly some cliental, follow the AOWN OFFICE EMERGENCY outlined response below.

If the emergency can be defined as major and impacts a broader area of impact and many clients, employees, volunteers and partners are in immediate danger, follow the MAJOR EMERGENCY outlined response below.

### AOWN OFFICE AND NUTRITION SITE EMERGENCY

Everyone in a facility - staff, volunteers, and visitors - must take appropriate and deliberate action when an emergency strikes a building. Decisive leadership is essential. Follow these important steps when there is an emergency:

- Confirm and evaluate conditions.
- Report the incident immediately to local emergency agencies and call the AOWN Emergency Coordinator (EC).
- Follow instructions from emergency agencies and the AOWN EC precisely.
- Depending on the nature and severity of the event the AOWN Emergency Response Team will be instructed by the AOWN EC as to what needs to be done.
- Issue clear and consistent emergency notifications. Use all available communications tools.
  - If there is no power or telephone systems are not functioning, emergency communications will be profoundly restricted will use messengers, radios, cellular phones, fax and email
- Coordinate all activities with your AOWN Emergency Coordinator during major emergencies or disasters

When an emergency strikes the facility after normal business hours, or on weekends or holidays - or, if you are off-site during a major emergency, obtain instructions from the AOWN Emergency Coordinator and monitor the Emergency Information Hotline and media reports.

If you are recalled to AOWN office be certain that your household safety is assured and that your route to the office is safe and functional. Bring your personal emergency kit and a copy of the AOWN Emergency plan to the office.

## C) RESPONSE

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### EMERGENCY RESPONSE ACTIONS

The following are basic instructions for various emergency incidents:

#### ACCIDENT **Call 911 for emergencies**

- Administer first aid if you are trained to do so
- Do not attempt to move a seriously injured person

#### FIRE **Call 911 for emergencies**

- **Activate nearest alarm**
- Feel doors for heat
- If cool, exit carefully
- If hot, do not open the door. Stay where you are
- If you see smoke, crouch near floor as you exit
- If you see fire, confine it by closing doors and windows
- Use extinguishers on small fires only if safe to do so
- Pull the pin in the handle
- Aim at the base of the fire
- Squeeze nozzle, sweep back and forth
- Evacuate downstairs, go upstairs or to roof as last resort only
- Never use an elevator during a fire evacuation
- Go to the Emergency Assembly Point (EAP)
- Notify Supervisor and staff

#### HAZMAT SPILL

##### **MINOR release at your location**

- Follow eyewash, rinse or shower procedures
- Flush affected area continuously for 15 minutes
- Vacate persons in immediate area if necessary
- Clean spill if you have suitable training or call 911 for emergency assistance
- Wear protective equipment
- Use appropriate kit to contain, neutralize and absorb
- Collect, containerize, and label waste
- Call Appropriate Authorities for chemical waste pick-up

##### **MAJOR release in the AOWN offices or nutrition site**

- **Call 911 for emergencies**
- Report your name, location, phone number, the material spilled, possible injuries
- Assist injured persons.
- Isolate contaminated persons
- Avoid contamination or chemical exposure
- Close doors or control access to spill site
- Alert Supervisor, AOWN Director or alternate
- Communicate critical spill information to responders
- Follow evacuation instructions precisely

## C) RESPONSE

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### POWER OUTAGE

- Assess the extent of the outage in your area
- Report the outage to AOWN Emergency Coordinator 308-635-0851
- To obtain information about a prolonged outage, call the Emergency Operations Command Center.
- Get flashlights from emergency kits
- Help co-workers in darkened work areas move to safe locations
- Hazardous spills are a significant risk during transport
- Keep refrigerators or freezers closed throughout the outage
- Unplug computers, non-essential electrical equipment and appliances
- Open windows for additional light and ventilation
- If you are asked to evacuate, secure your offices or nutrition sites and leave the building
- Release of personnel after an extended outage is determined by the AOWN Director

### EARTHQUAKE

- Take cover immediately, direct others around you
- Under a desk, table, or chair
- Against a corridor wall (cover head and neck)
- Outdoors--in open area, away from buildings
- Be alert for aftershocks, avoid potential falling hazards

#### MINOR QUAKE (brief rolling motion)

- Restore calm. Examine your area for damage
- Report damage/hazardous materials releases
- Review safety procedures and kits
- Await instructions, evacuations are unlikely

#### MAJOR QUAKE (violent shaking)

- Restore calm. Assist others
- Evacuate carefully, be alert for aftershocks
- Take emergency supplies
- Do not use elevators
- Meet at Emergency Assembly Point (EAP)
- Do not enter buildings until they are examined
- Report status to Emergency Operations Center
- Await instructions, be patient, help others
- Report injuries to 911
- Report damage to AOWN Emergency Coordinator

### MAJOR EMERGENCY RESPONSE

Regardless of the type of emergency or whether the emergency is sudden and unexpected or anticipated like a weather activity and whether the emergency is localized to a community or something larger like the entire PSA-L, the response by AOWN Emergency Coordinator and the Emergency team will be the same. As long as the AOWN personnel can have access to their offices and communication is open and working the following response will take place.

The Emergency Coordinator will initiate the appropriate Emergency Response team necessary to fit the size of the emergency. Staff will be called back to the office as needed. The State Unit on Aging will be notified and to insure appropriate assistance is being provided, sufficient resources are available and to respond to any problem/question which may arise. The Emergency Response Team will be to keep records of their activities during the event and track all services provided and compile projections of funding that will be needed.

## C) RESPONSE

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The selected Emergency Response Team will begin contacting clients in the emergency to provide emergency information to the clients and to assess the client needs. Supplies, and services will be dispatched to the client based upon their need. Working in conjunction with AOWN nutrition sites, local response teams and local are partners will be contacted to be provide the supplies and services necessary for each client individually. If necessary AOWN staff will visit the client to deliver services and supplies. Communications to Clients will be continually throughout the emergency event to make sure the client condition and needs have been met or it the needs have changed so a new response can be initiated; Communications will continue until the emergency event has been deemed as over.

The Emergency Coordinator will contact the community, state, and or federal emergency coordinators to update the AOWN response activities and get the most up to date information on the emergency event and communicate updated emergency instruction to the Emergency Team and partners as necessary.

Site visits to the emergency/disaster area will be made upon request and as needed to assess the emergency/disaster situation.

### TO IMPLEMENT AN EVACUATION

These directions will help to make the process effective and safe for you and your staff.

- ◆ **Keep calm. Evaluate the situation carefully.**
- ◆ **Alert Community Health Center Emergency Response Team to assist Protective Services in the evacuation**
- ◆ **Use communications tools that are appropriate for the type of incident and the time of occurrence:**
  - Alarms, Phone trees or voicemail broadcast, Messengers
- ◆ **Communicate clearly and succinctly**
  - “We have a \_\_\_\_\_ emergency. Evacuate to (the EAP)
  - Take your belongings, do not use the elevators.”
- ◆ **Check offices, classrooms, restrooms**
- ◆ **Turn equipment off, if possible**
- ◆ **Take emergency supplies and staff rosters, if possible**
- ◆ **Keep exiting groups together, Account for personnel**
- ◆ **WAIT AT THE EAP FOR FURTHER INSTRUCTIONS**

Copies of evacuation plans for offices, and nutrition sites can be found in ATTACHMENT C. An Emergency Evacuation Sign-in Sheet, which is used at the EAP site in lieu of a Roster can be found in the attachment.

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## C) RESPONSE

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### HOW TO ASSIST PEOPLE WITH DISABILITIES DURING AN EVACUATION

#### ◆ TO ALERT VISUALLY IMPAIRED PERSONS

- Announce the type of emergency
- Offer your arm for guidance
- Tell person where you are going, obstacles you encounter
- When you reach safety, ask if further help is needed

#### ◆ TO ALERT PEOPLE WITH HEARING LIMITATIONS

- Turn lights on/off to gain person's attention, or
- Indicate directions with gestures, or
- Write a note with evacuation directions

#### ◆ TO EVACUATE PEOPLE USING CRUTCHES, CANES, OR WALKERS

- Evacuate these individuals as injured persons
- Assist and accompany to evacuation site if possible, or
- Use a sturdy chair (or one with wheels) to move person, or
- Help carry individual to safety

#### ◆ TO EVACUATE PEOPLE USING WHEELCHAIRS

- Non-ambulatory persons' needs, and preferences vary
- Individuals at ground floor locations may exit without help
- Others have minimal ability to move--lifting may be dangerous
- Some non-ambulatory persons have respiratory complications
- Remove them from smoke and vapors immediately
- Wheelchair users with electrical respirators get priority assistance
- Most wheelchairs are too heavy to take downstairs
- Consult with person to determine best carry options
- Reunite person with the chair as soon as it safe to do so

### SENIOR CENTER DIRECT EMERGENCY DISASTER PLAN

Each senior center direct site will contact their local emergency preparedness agencies for guidance with disaster drills for tornado, flooding, and active shooter. Local emergency preparedness officials have helped direct the emergency disaster plan at each senior center site. Each site will be able to direct participants to tornado shelters, fire exits, make sure they have ample food and heat during a blizzard and have the best knowledge possible in case of an active shooter. All sites are required to have posted an evacuation plan in case of emergency.

Each site will get instruction on drill specifics for fire, tornado, flooding, blizzard, and active shooter so they can directly present a drill specific for any disaster. Each site will direct drills, so participants have the knowledge needed for survival during disasters.

Each site during a blizzard is responsible for calling the Program Coordinator and letting her know they will be closing the site. The senior centers generally follow the school closures. The site manager is responsible for getting the closure on the radio immediately. They are also responsible for calling all home delivered and congregate recipients to let them know of the

## C) RESPONSE

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closure and to make sure they have enough food to get them through the blizzard.

When a blizzard warning has been posted, an extra meal is sent out the day before a blizzard to assure they have plenty of food for the duration of inclement weather.

Each site will have posted an evacuation plan in case of a fire. All exits will be marked. Participants will be directed to evacuate according to where the fire is located. An employee at each site will be designated to call the fire department upon first knowledge of a fire. Participants with mobility issues will be assisted by staff.

Drills will be done on a quarterly basis and documented at each senior center with time, date, and number of attendees at drill.

### **PRESIDENTIAL DECLARATION OF A MAJOR EMERGENCY**

When a Presidential Declaration of a Major Disaster has been made, federal assistance will become available to support state operations. The Emergency Coordinator will take action to mobilize services through the AOWN to aid older persons. The Emergency Coordinator will conduct the following activities:

1. Telephone calls or internet contact will be made to the State Unit of Aging to assure appropriate assistance is being provided, sufficient resources are available and to respond to any problems/questions that may arise. The Director will ask the AOWN staff to keep records of services delivered and compile projections of funding that will be needed. In addition, the AOWN staff will be asked by the Director to monitor the emergency/disaster situation and report on circumstances as they change. Depending on the magnitude of the emergency/disaster and the number of older people involved, contacts may be made hourly, daily, and/or weekly. Site visits to the emergency/disaster areas will be made upon request and as needed to assess the emergency/disaster situation.
2. The Director will regularly communicate and update AOWN staff activities to the State Unit on Aging, service providers, and all other organizations involved with relief efforts.
3. If a Federally declared emergency/disaster is of catastrophic proportion, the AOWN staff and Director will:
  - Visit the emergency/disaster area to meet with local officials to evaluate the impact on older persons and the need for additional resources.
  - Develop service task orders and apply for funding from FEMA and AoA.
  - Resolve issues: access needed materials/supplies and advocate/mediate for additional services and resources.
  - Participate in disaster recovery operations with FEMA, state agencies and voluntary emergency/disaster relief organizations.
  - Keep the State Unit on Aging apprised about the emergency/disaster situation and the AOWN's activities in the delivery of services.
  - Develop and implement methods of funding reimbursement, program and financial reporting and accurately document service delivery.
  - Provide assistance with issues that arise in their daily delivery of services to older disaster victims.



## C) RESPONSE

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### IMPORTANT CONTACTS

- |  |              |
|--|--------------|
| 1. Nebraska State Unit on Aging                    | 402-471-2307 |
| 2. Scotts Bluff County Emergency Management Agency | 308-436-6689 |
| 3. American Red Cross – Scottsbluff                | 308-635-2114 |
| 4. Scotts Bluff County Health Department           | 308-436-6636 |
| 5. Panhandle Public Health District                | 308-633-2866 |
| 6. Nebraska Department of Health                   | 402-471-3121 |

### BAD WEATHER OFFICE CLOSURE

In the event of a severe snowstorm, when it is deemed too dangerous for AOWN staff to travel to the office, the following telephone calling tree will be implemented. A rule of measure, which will be utilized in making the determination in closure of the office, will be the closure of the Scottsbluff/Gering Schools because of the severe weather.



Satellite offices, Chadron/Sidney, and at home Service Coordinators will use the rule of measure of their local public schools. All will notify the Director or Choices Supervisor of their closing. Nutrition sites will follow the established AOWN Nutrition Storm Days policy.

### PANDEMIC DISASTER PLAN

AOWN has a separate but attached Pandemic Disaster Plan. SEE ATTACHMENT A

## D) RECOVERY

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### RECOVERY OF COSTS FOR EMERGENCY ACTIVITY

Section 310 of the 1992 Amendments to the Older American Act provides that the Assistant Secretary for Aging may provide reimbursement to any state, upon application, for funds to be made available to Agencies on Aging for delivery of support services during a major disaster declared by the President. This action is taken according to the Disaster Relief and Emergency Assistance Act, The AOWN, in the event of a disaster will contact the State Unit on Aging to request needed funds.

### SUPPORT SERVICES AND ASSISTANCE

After a major emergency or disaster, many people in our community will be distressed by personal and professional difficulties. It is likely that affected staff and volunteers may need some scheduling flexibility or other temporary help to return to their customary activities.

### DOCUMENTING EMERGENCY OUTCOMES

Once the safety and status of our AOWN staff, volunteers and clients has been assured, and emergency conditions have abated, the AOWN management team will assemble to start the restoration of AOWN's programs.

A timely and comprehensive assessment of the emergency's physical and operational effects needs to be collected. Plan for how you will collect this important impact information.

- AOWN will need ongoing status reports from the disaster site during the emergency to estimate when your program can be fully operational and to identify special facility, equipment, and personnel issues or resources that will speed business resumption
- Most insurance and FEMA assistance claims will require extensive documentation of damaged facilities, lost equipment and resources, and special personnel expenses. Workers' Compensation claims may arise if there are injuries at your location.

All our documentation on emergency impacts should be coordinated with the AOWN Emergency Coordinator and the Emergency Management Team.

- Plan to photograph or videotape facility or equipment damage AOWN disaster site to provide a visual supplement for the written impact data.
- It is very important to record the emergency's physical effects before you clean your area or make repairs.

### SUPPORT SERVICES AND ASSISTANCE

After a major emergency or disaster, many people in our community will be distressed by personal and professional difficulties. It is likely that affected staff and volunteers may need some scheduling flexibility or other temporary help to return to their customary activities.