



SECTION F – DISASTER PLANS

Introduction

ENOA's Disaster Preparedness plan is designed to address the needs of Older Adults, Family Caregivers, and other associated populations in the event of natural, technological or man-made emergencies or disasters. (Including but not limited to, tornado, chemical, nuclear, pandemic flu or virus, floods, and blizzards.) The primary purpose of the Disaster Preparedness Plan is to maintain a continuity of service in the event of a disaster. The main themes of the plan are preparation, response, and recovery. The plan is positioned to be used in conjunction with already established emergency systems of response and practice including the following:

American Red Cross of Nebraska and SW Iowa - The volunteers and staff are ready to respond to disasters seven days a week, 365 days a year, providing shelter, food, clothing and emotional support at no cost to those in need. The Nebraska/SW Iowa Region is part of a nationwide network of Red Cross chapters that work together to respond to large-scale relief efforts.

Nebraska Department of Health & Human Services (DHHS) – Responsible for coordinating with local, state and federal resources to provide effective responses to public health emergencies.

Nebraska Emergency Management Agency – (NEMA) The Nebraska Emergency Management Agency is charged by state statute to reduce the vulnerabilities of the people and communities of Nebraska from the damage, injury and loss of life and property resulting from natural, technological, or man-made disasters and emergencies.

Heartland Community Organizations Active in Disaster (HCOAD) - HCOAD is a humanitarian association of local community organizations, which ENOA is a member, who come together to collaborate, coordinate, cooperate, and communicate as they plan to meet the needs of the community following a Community Emergency and Natural Disaster event.

Employee/Agency Responsibilities in an Emergency

In the event of a disaster, each ENOA employee may be designated a Disaster Service Worker. In this capacity, an ENOA employee may be assigned any task, at any time.

1. In an emergency *during* normal working hours, all employees should:
 - Remain at work to be available to assist in emergency response and recovery.
 - Check with supervisor before leaving to check on family and home.
 - If away from office, go home to check on family unless you have specific emergency response responsibilities assigned by ENOA.



2. In an emergency *outside* normal working hours, all employees should:
 - Be aware of emergency assignments and respond according to their pre-established emergency response instructions.
 - Report to work at their normal shift, unless they have been called out for emergency duty or informed that non-essential employees not report to work.

Executive Director will direct response by ENOA staff and will coordinate emergency assistance needed by ENOA contractors and ENOA consumers

1. Responsibilities of Executive Director:
 - Call each ENOA Division Director to determine safety and availability to return to work. Give date, time and place to report to work.
 - Instruct Division Directors to learn the status of each person they supervise by calling names on Emergency Contact Roster assigned to them.
 - Contact the local Office of Emergency Service's to give status of ENOA clients and staff.

Deputy Director will be the alternate to the Executive Director in his absence.

1. Responsibilities of the Deputy Director:
 - Advise staff on the implementation on the Emergency Response Plan and is part of team to link service providers with local response systems
 - Coordinate efforts of Information and Assistance staff to learn disaster resources available for older adults, family caregivers and persons with disabilities for distribution to the public.

Information and Assistance

1. Responsibilities of the Information and Assistance Division:
 - The Information and Assistance Division Director will coordinate efforts to insure communication with other agencies and the community to assess services available and provide current information and resources that will ensure the callers access to available emergency services.
 - Report findings and issues to Executive Director.

CHOICES

1. Responsibilities of the CHOICES Division:
 - The CHOICES Division Director will coordinate efforts to insure needs of individual clients are met within the parameters of program guidelines in a timely and safe manner.
 - Report findings and issues to Executive Director.



Volunteer Services

1. Responsibilities of the Volunteer Services Division
 - The Volunteer Services Division Director will coordinate efforts to insure needs of individual volunteers are met within the parameters of program guidelines in a timely and safe manner.
 - Report findings and issues to Executive Director.

Ombudsman Services

1. Responsibilities of the Ombudsman Coordinator
 - The Ombudsmen Coordinator will coordinate efforts to insure needs of individual clients are met within the parameters of program guidelines in a timely and safe manner.
 - Report findings and issues to Executive Director.

Nutrition Services

1. Responsibilities of the Nutrition Services Division
 - The Nutrition Services Division Director and the Home Delivered Meals Director will coordinate efforts to insure needs of individual clients are met within the parameters of program guidelines in a timely and safe manner.
 - Report findings and issues to Executive Director.

Community Services (includes Rural Transportation)

1. Responsibilities of the Community Services Division
 - The Community Services Division Director will coordinate efforts to insure needs of individual clients are met within the parameters of program guidelines in a timely and safe manner.
 - Report findings and issues to Executive Director.

Public Information

1. Responsibilities of the Public Information Division
 - The Public Information Division Director will collaborate with the Executive Director regarding all media requests or notifications.

The Fiscal and CHOICES Division Directors will be co-alternatives in the event the Executive and Deputy Director are absent.



Protection of Vital Records, Documents & Database Systems

ENOA currently utilizes the Eastern Nebraska Human Service Agency server to electronically store and back up vital documents and records with programs such as Office 365, PeerPlace, Work Day, WellSky and Connect. Staff will receive ongoing training on how to remotely access and maintain confidential records.

ENOA Responsibilities for Emergency Planning and Response

An overriding principal of ENOA Disaster Preparedness plan is to maintain a continuity of service at a minimum level for older adult and family caregivers in our service area. Special consideration will be placed on senior nutrition and transportation programs which are vital part of response and recovery. In addition, efforts will be made to identify and map vulnerable populations. ENOA recognizes that the responsibility for emergency preparedness rests with NEMA through local government. ENOA however, is responsible as an Area Agency on Aging to ensure the needs of older adults are considered and addressed in time of natural and manmade disasters.

ENOA's first priority after a disaster is to ensure that services to our clients and contract agencies continue or are restored as soon as possible. In order to help contract agencies receive assistance needed to continue operations, ENOA staff will conduct an assessment of the status of provider staff and clients, facilities and needs as soon after a disaster as possible. ENOA staff will provide links to community resources to provide needed assistance.

After addressing the needs of ENOA clients and programs, ENOA staff may assist local emergency operations with specific emphasis on older adults and family care givers.

Emergency Preparedness/Prevention

As a Nebraska State-Designated Area Agency on Aging, ENOA will participate in local disaster planning efforts to ensure the needs of older adults and family caregivers are considered in the planning phase. In addition, ENOA will provide education material for older adults, and family caregivers on how to prepare for disasters.

Emergency Response

When applicable and in conjunction with local government efforts, ENOA staff will participate with local Emergency Management System teams during a disaster. Specific action steps will be taken to ensure continuity of services including Information and Assistance, senior nutrition, transportation, legal services, in-home care, and care management, caregiver support, Long Term Care Ombudsman, and volunteer programs. ENOA will also appropriately staff the ENOA office and respond to clients' needs during disaster or emergency.



Maintaining Continuity of Service During a Disaster

In the event the ENOA building is not accessible during a disaster, staff will implement a plan to work remotely from home when a backup site is needed. Contracted providers from other programs, including the Medicaid Waiver program, will be approached to assist with other OAA services in the event alternative help is needed. Provider contracts will be expedited and services put in place as soon as possible to prevent interruptions in needed services.

Recovery Period

- ENOA staff will work with the local community and individual clients to support the needs of older adults and family caregivers.
- Assist contract agencies with resources needed to provide full restoration of senior services.
- Assist contract agencies in learning how to process financial reimbursement for emergency response and repair.
- Assist consumers with resources needed to maintain self-determination.
- Assist older adults and family caregivers in the community to address their needs as a result of the disaster.
- ENOA administration will maintain contact with the State Unit on Aging regarding the impact of, and unmet needs resulting from, a disaster or emergency.

Disaster Plan Review

An internal annual review of the Disaster Plan will be completed to monitor for changes or needed improvements, as well as after any time that the Disaster Plan has had to be implemented.

Program Protocols

ENOA management will provide staff with pertinent information specific to their program to assist them in the event of a disaster.

Information and Assistance

- In the event of a man made or natural disaster ENOA staff **may** be required to volunteer for disaster-related services that match their skills and abilities.
- In the event of a disaster or emergency communicate with other agencies and the community to assess services available and provide current information and resources that will ensure the callers access to available emergency services.
- Document and track services provided, and actions taken during this period.
- Guidelines for Contacting Staff & Volunteers in Case of Disaster And Related Emergency Activities
 - If ENOA or ENOA satellite sites are closed by a natural or man-made disaster, staff and volunteers may be required to volunteer for disaster related or other available volunteer services that match their skills and abilities.



- Depending on the nature of the event and the time it occurs, the Executive Director or Deputy Director will contact ENOA staff and volunteers by phone if possible, using the information on the Emergency Information sheet.
- The phone call will be made for purpose of providing information on safety, information of work location changes and appointment changes or cancellations.
- If phone lines are not working and travel to appointments or work locations is deemed inadvisable by NEMA, volunteers are not expected to meet their appointments.
- In the event of a disaster or emergency the ENOA voicemail system will be updated to provide current information and resources that will ensure the callers access to available emergency services.
- The Executive Director will monitor volunteers and staff status after a disaster to ensure that their needs are met.

CHOICES Programs

Guidelines for Contacting Clients in Case of Disaster and Related Emergency Activities

- If ENOA or ENOA satellite sites are closed by a natural or man-made disaster, staff and volunteers may be required to volunteer for disaster related or other available volunteer services that match their skills and abilities.
- The Division Director of CHOICES will be responsible to coordinate activities for client response.
- Depending on the nature of the event and the time it occurs, CHOICES staff will contact their clients.
 - CHOICES Division Director will ensure case information is organized and accessible to identify current ENOA clients in designated disaster/emergency areas.
 - CHOICES Division Director has client data entry resources that have the ability to sort client specific information by zip code and county. (CONNECT, NAMIS, N-FOCUS)
 - Care Managers and Service Coordinator will contact clients to identify needs, problem solve and secure needed resources.
 - Potential ENOA client emergency/disaster related requests will be processed accordingly through providing information and assistance or through the completion of an in-person contact and the “Disaster Intake Form” (see attachment)
- If phone lines are not working and travel to client’s homes is deemed inadvisable CHOICES staff and are not expected to make home visits.
- If unable to make contact with specific clients, emergency information will be shared with appropriate emergency responders.
- The CHOICES Division Director will also assess the impact of the disaster on service providers/vendors upon whom our clients rely. This includes but is not

limited to: In home nursing providers and other providers who may have the ability to assist in an emergency.

- CHOICES staff will monitor client's status post disaster as well as work with vendors providing needed services to ensure that client's needs are met.
- CHOICES Division Director will be responsible for providing the routine updates to the Executive Director.

Ombudsman

Guidelines for Contacting Staff & Volunteers in Case of Disaster and Related Emergency Activities

- If ENOA or ENOA satellite sites are closed by a natural or man-made disaster, staff and volunteers may be required to volunteer for disaster related or other available volunteer services that match their skills and abilities.
- Depending on the nature of the event and the time it occurs, the Volunteer Services Division Director will contact Ombudsman staff and volunteers by phone if possible, using the information on the Emergency Information Sheet. The phone call will be made for purpose of providing information on safety, information of work location changes and appointment changes or cancellations.
- If phone lines are not working and travel to appointments or work locations is deemed inadvisable staff and volunteers are not expected to meet their appointment.
- In the event of a disaster or emergency the Ombudsman voicemail system will be updated to provide current information and resources that will ensure the callers access to available emergency services.
- Ombudsman staff will assess the impact of the disaster on facilities.
- Ombudsman staff will play a pivotal role in facility evacuation, closure, and relocation to ensure that the rights of the residents are protected.
- Volunteer Services Division Director will notify Executive Director of facility changes.
- Ombudsman Program Manager will notify State Long-Term Care Ombudsman within 24 hours of any impacts on facilities.
- Ombudsman Program Manager will monitor volunteers and staff status after a disaster to ensure that their needs are met to the best of staff's ability to do.
- Ombudsman staff will assess the impact of the disaster of residents in care facilities.
- Ombudsman staff will help in facilitating communication on issues within facilities with residents.

Volunteer Services

Guidelines for Contacting Staff & Volunteers in Case of Disaster and Related Emergency Activities

- Depending on the nature of the event and the time it occurs, the Volunteer Services Division Director will contact Volunteer Services staff and volunteers by phone if possible, using the information on the Emergency Information Sheet. The phone call will be made for purpose of providing information on safety, information of work location changes and appointment changes or cancellations.
- If phone lines are not working and travel to appointments or work locations is deemed inadvisable staff and volunteers are not expected to meet their appointment.
- In the event of a disaster or emergency the Volunteer Services voicemail system will be updated to provide current information and resources that will ensure the callers access to available emergency services.
- Volunteer Services staff will assess the impact of the disaster on assignment sites. Assignments impacted by disaster will be rescheduled or cancelled as deemed appropriate.
- Director of Volunteer Services will notify Executive Director of any changes with site locations.
- If Volunteer Stations or Volunteer Sites are closed by a natural or man-made disaster, Foster Grandparents and Senior Companions are encouraged to volunteer for disaster-related or other available volunteer services that match their skills and abilities.
- The Division Director of Volunteer Services will monitor volunteers and staff status after a disaster to ensure that their needs are met.

Nutrition Division

Guidelines for Contacting Staff & Volunteers in Case of Disaster and Related Emergency Activities

- Depending on the nature of the event and the time it occurs, the Nutrition Services Division Director and the Home Delivered Meals Director will contact staff, volunteers and contracted providers by phone if possible, using the information on the Emergency Information Sheet. The phone call will be made for purpose of ensuring the continuation of Home-Delivered Meals and Congregate Meals.
- If phones are not working attempts will be made to visit providers to learn of needs starting with home-delivered meals providers and then congregate meal providers to insure that food service systems are not disrupted.
- Available ENOA staff will make on-site assessments of each contractor.
- After assessing contract agencies, staff will regroup to share information, receive an update of local services and plan appropriate help for providers.
- If needed, consult with American Red Cross shelter staff concerning needs for senior nutrition.
- Voicemail system will be updated to provide current information and resources that will ensure the callers access to available emergency nutrition services.

ENOA Pandemic Flu/Virus Preparedness (Updated 4/2020)

ENOA will take a proactive approach at the beginning of each influenza/virus season or event by providing reminders and information to staff, consumers, and providers on personal practices that can reduce influenza/virus risks such as hand hygiene, antibacterial products, facial mask, reducing exposure, etc. Medicaid Waiver Resource Development staff maintain updated information on facilities and agency Waiver providers' as it pertains to the providers' emergency preparedness plans.

The Executive Director or designee will monitor data during heightened alert of widespread influenza/virus cases and collaborate with the local health departments throughout the service area, as well as the Nebraska Department of Health & Human Services. Such data may include:

- Spread of contamination.
- Identification of high-risk populations.
- Availability of antiviral medications.
- Related mortality rate.
- Increased employee absenteeism.
- Quarantined facilities.

The Nutrition Services and Volunteer Services Division Directors will collaborate with the Executive Director or designee to determine if closing programs such as senior centers and programs in which volunteers or individuals receiving stipends included in a designated high-risk population group is appropriate. The Home Delivered Meals Division Director will consult with the Executive Director or designee to determine appropriate deliveries of shelf, frozen or emergency meals.

At the directive of the Executive Director or designee the CHOICES Division Director will implement pandemic protocols. CHOICES Program Coordinators will assume the role of team leaders as designated by the CHOICES Division Director or designee. The team leaders will be responsible for assigning care managers and service coordinators to complete such activities as:

- Contact in-home providers to determine capability and need to continue same level of staffing.
- Responding to incoming calls as time efficiently as possible.
- Coordinate remote accessibility to computer programs and office phones in addition to developing tracking systems to ensure "no client is left behind".
- Coordinate emergency runners to shop and deliver necessary items such as medications.



The Executive Director or designee will consult the ENHSA Governing Board in the event local and/or State Health Departments recommend restricted public contact to determine appropriate personnel actions.

Senior Center Disaster Plans

See sample Senior Center plan in Section I.

Senior Center	Revision Date	Effective Date
Adams Park Senior Center	4/1/2020	4/1/2020
Arlington Senior Center	4/1/2020	4/1/2020
Bellevue Senior Community Center	4/1/2020	4/1/2020
Bennington Senior Center	4/1/2020	4/1/2020
Camelot Friendship Center	4/1/2020	4/1/2020
Corrigan Senior Center	4/1/2020	4/1/2020
Dodge Senior Center	4/1/2020	4/1/2020
Eagle Senior Center	4/1/2020	4/1/2020
Elmwood Senior Center	4/1/2020	4/1/2020
Florence Senior Center	4/1/2020	4/1/2020
Fremont Friendship Center	4/1/2020	4/1/2020
Hooper Senior Center	4/1/2020	4/1/2020
Immanuel Courtyard	4/1/2020	4/1/2020
Intercultural Senior Center	4/1/2020	4/1/2020
La Vista Senior Center	4/1/2020	4/1/2020
Millard Montclair Senior Center	4/1/2020	4/1/2020
Nebraska Urban Indian Health Coalition	4/1/2020	4/1/2020
North Bend Senior Center	4/1/2020	4/1/2020
Plattsmouth Senior Center	4/1/2020	4/1/2020
Seven Oaks Senior Center	4/1/2020	4/1/2020
Snyder Senior Center	4/1/2020	4/1/2020