

APPENDIX C

Lewis-Mason-Thurston Area Agency on Aging Emergency Response Plan

2018-2019 Update: *There are no changes to the Emergency Response Plan as submitted with the 2016-2019 Area Plan.*

The Emergency Response Plan includes the following elements from the Area Agency on Aging Policy and Procedures Manual Chapter 1: Policies.

Designated staff person who oversees planning tasks and determines how emergency management is carried out in the local jurisdiction

The Executive Director has been designated to oversee the planning and operation of LMTAAA emergency management, with an order of succession that follows with the Case Management Director, Contracted Services Director, and Fiscal Director. An Essential Services and Functions Continuity Plan has been developed, which indicates the service or function, a priority score, assigned staff/team, and resources needed. The management team also maintains a current list of employee contact information for emergency purposes.

Letters of agreement between the AAA and local emergency operations leadership that identify responsibilities

See attached Memorandums of Understanding

- Lewis County Department of Emergency Management
- Mason County Division of Emergency Management
- Thurston County Emergency Management

Preparedness activities done by LMTAAA

Our first priority will be protecting our own staff, facilities and clientele. LMTAAA will, to the best of our capacity, attempt to honor our contractual obligations, with staff and client safety as our number one concern. Our resources would then be directed to support community and government responses, as appropriate with our available staffing and resources.

We have proactively encouraged preparedness with our staff, clients and providers and will continue to stress the importance of planning and preparing. Each employee is given time to conduct disaster planning with their family and is provided two survival backpacks containing various emergency items, one for under their desk and one for their vehicle. We also have additional emergency supplies in each office. LMTAAA tracks expiration dates of the pack items and has replaced items as appropriate. The materials and survival packs are not intended to replace supplies needed for longer survival times. They were given for short term use in an emergency while at work and to

encourage and support individual and family responsibility. LMTAAA staff additionally participate in preparedness drills such as the Great ShakeOut Earthquake Drill.

LMTAAA staff regularly participate in local emergency planning meetings in all three counties. LMTAAA staff are on the email distribution list to receive notification emails from all three Emergency Management agencies, as well as from the National Oceanic and Atmospheric Administration (NOAA). Relevant email notifications are distributed amongst staff for personal information as well as distribution to clients as needed. These email notifications are additionally distributed to the senior and disability provider network in our region, as well as our Tribal partners.

LMTAAA Case Managers discuss a personal emergency backup plan with every new client, including what they will do and who they will call in the event their caregiver cannot get to them in the event of a natural disaster. Clients are additionally given a county specific emergency contact list for their use and reference.

Criteria for identifying high risk clients in the community

In the event of an emergency, it may be necessary to contact our most vulnerable clients to determine if they are safe and receiving essential support. This may be in the event of a natural disaster such as earthquake or flooding or a prolonged power outage for any variety of reasons. There is also the potential for a flu pandemic which, at its height, could shut down the normal functioning of businesses and supports. LMTAAA has determined that it is necessary to develop and keep updated prioritized client lists in the event that we or the local County Department of Emergency Management need to contact our clients to determine their safety.

The following are guidelines for each of the classifications:

High Priority Client for Contact

Solely:

- Is medically fragile and needs daily tasks to survive
- Has critical medical equipment that is dependent on electricity (i.e. oxygen, nebulizer)

-OR-

Two or more:

- Lives alone and is non-ambulatory
- Lives alone and is geographically isolated
- Lacks functioning or close informal support systems
- Has a non-family independent provider and/or agency provider

Low Priority Client for Contact

- Lives with family
- Lives in a senior or disabled housing complex
- Has a strong, local informal support system

All other clients not listed as High or Low priority will be considered a Medium priority.

The contact list includes the following:

- Client Name
- Physical Address
- Phone Number(s)
- Emergency Contact Name and Phone Number
- Priority Designation

Case Managers are responsible for developing and maintaining the priority designation for all the clients on their caseloads. Each Case Manager reviews their client priorities at the end of each month: adding new clients, identifying terminated clients, and changing priorities if a client situation changes.

LMTAAA maintains a master alphabetical list of clients by zip code and by priority designation. A master list is stored at Thurston Emergency Management Services, and county specific lists are stored at Mason and Lewis Emergency Management Services respectively. Access to the list is only in the event of a Declared Emergency, and is used only to perform health and welfare checks on high priority clients.

Through a Memorandum of Understanding, the list is additionally sent to each County Department of Emergency Management (DEM) in our service area. As part of the agreement, DEMs will:

- Store one digital and one hard copy of the client database. Protect confidentiality of the database by password protecting the digital copy and keeping the hard copy in a locked file cabinet.
- Destroy previous versions of the client database upon receipt of an updated version, using a destruction method that ensures confidentiality of information.
- Release the client database to LMTAAA when requested.

And as staffing and County priorities allow:

- Release information on geographically appropriate high priority clients to first responder agencies such as fire, police and other governmental entities in the event of a County declared emergency for the purposes of performing health and welfare checks.

Plan for contacting high-risk clients and referring to first responders as necessary

If emergency occurs after regular business hours, see attached Memorandums of Understanding with local Emergency Management. During business hours, the following is a list of health and welfare check questions to ask of high risk clients, moving from general to specific:

1. Are you OK?

2. Do you have friends/family that have been there to help you? If no, can you call friends/family for assistance?
3. Has your caregiver been there to help you? If no, have you been in touch with your caregiver?
4. Do you have electricity? Heat? Water?
5. If the electricity is out, do you have medical equipment that isn't working that is essential for your health and care?
6. Do you have alternative options if your heat is out?
7. Do you have alternative options if your water supply is not working?
8. Do you have enough food to eat and liquids to drink?
9. Can you prepare the food?
10. How many more days' worth of accessible food/water do you have?
11. Do you have enough essential medication? How many more days' worth do you have?
12. Do you have any other concerns or needs at this time?

If a client is in immediate danger, 911 is called. If there is a need, but perhaps less imminent, the local County Department of Emergency Management is called.

Local partners

Lewis County

Through our partnership with Lewis County Department of Emergency Management:

- American Red Cross
- United Way of Lewis County
- Salvation Army
- Lewis County Health Department
- LOVE, Inc.
- Animal Services
- Long Term Recovery Organization
- Morton General Hospital
- Providence Centralia Hospital
- White Pass Community Services Coalition
- American Medical Response
- Centralia Seventh Day Adventist Church
- Food Banks
- Lewis County Gospel Mission
- Community Action Council
- WIN 211

Mason County

Through our partnership with Mason County Division of Emergency Management:

- Mason County Sheriff's Office
- North Mason Regional Fire Authority
- Mason General Hospital
- Squaxin Island Tribe

Skokomish Tribe
Central Mason Fire & EMS
Mason County Public Health
City of Shelton
MACECOM
American Red Cross
Mason Transit Authority
Shelton Chamber of Commerce
Mason County Public Works
Department of Ecology
Mason County Coroner
Washington Correction Center
Mason PUD 1, 3
Fire Districts 4, 11, 13, 18
Harrison Medical
United Way of Mason County
Economic Development Council
WSU Extension
Port of Shelton
School Districts
Adopt a Pet and Humane Society
American Red Cross
WIN 211
LOVE, Inc.
LDS church

Thurston County

Through our partnership with Thurston County Emergency Management:

Medical Reserve Corps
Faith Based Groups
Interfaith Works
Behavioral Health Resources
ARES/RACES
Intercity Transit
Animal Services/Rescue Organizations
Long Term Recovery Organizations
United Way of Thurston County
Food Banks
Senior Services for South Sound
St. Martins Alumni Association
St. Vincent DePaul
Goodwill
Salvation Army
American Red Cross
YMCA/YWCA
WIN 211
State Citizen Corps

Cooperation with the appropriate community agency preparedness entities when areas of unmet need are identified

Natural disasters and emergencies are a constant concern for an organization responsible for the health and safety of consumers, whether directly served by LMTAAA or our community providers. Staying current with first responder needs and expectations is critical to the LMTAAA being of assistance in restoring services once first responders have gained control over any emergency situation. A strong emergency response department at each county level exists and coordinates with local providers on an ongoing basis. LMTAAA staff participate with local tabletop exercises, training and planning events to stay connected to the system.

LMTAAA staff participate on the Thurston County Disaster Assistance Council (DAC) and the Mason County Planning Team, which meet monthly and are led by the respective County Departments of Emergency Management. Both are active with County emergency services entities, the American Red Cross, and the Department of Health, as well as a variety of state and local governmental and private social services agencies.

Lewis County does not have this type of organized on-going group, but LMTAAA staff are on the Department of Emergency Management email distribution list and receive relevant information when disseminated. We additionally participate in their annual flood information/preparation meeting and have indicated interest in participating in other emergency planning efforts as they occur.

All contracted providers are required to develop emergency and continuity plans and are monitored to assure follow through. Contract language states, "The Contractor shall have a plan for serving currently authorized clients during periods when normal services may be disrupted. This may include earthquakes, floods, snowstorms, pandemic flu, etc. The plan needs to include the maintenance of lists, including the identification of those clients who are most at risk, as well as emergency provisions for service delivery."

The LMTAAA plans and processes in an emergency or disaster situation must remain open to added partners, new and changing responsibilities, additional training, community expectations and legal requirements. We will, however, fully embrace our role as an active player in community-wide preparation and response. LMTAAA has assembled and distributed both individual and larger survival kits for our clients as well as many of our senior centers and Tribal centers, and will continue to support the emergency preparedness of community groups as resources allow.

A system for tracking unanticipated emergency response expenditures for possible reimbursement

Unanticipated emergency response expenditures will be identified, to the extent possible, in a separate expense category in the financial records. Staff unable to access electronic timecards and expenditure worksheets will be given hard copy forms to be completed manually. The LMTAAA network is backed up on-site, a backup tape is made weekly and stored off-site, and parts of our work is backed up through the State's network.

An internal Business Continuity Plan that emphasizes communications, back-up systems for data, emergency service delivery options, and transportation

See attached Essential Services and Functions Continuity Plan