



Senior Connection Center, Inc. / Aging and Disability Resource Center (ADRC)

Continuity of Operations Plan

And

Disaster Preparedness Plan

MAY 2017

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Continuity of Operations Plan (COOP)

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Continuity of Operations Plan (COOP)

SECTION I: INTRODUCTION

I-1 Purpose

The Department of Community Affairs is required by law and given authority through Chapter 252, F.S., to prescribe and assign policies, tasks, and responsibilities to the various agencies of state government, cities, and municipalities in order to fully prepare and respond to an emergency. The Department of Community Affairs organizes and employs the resources of all state entities and assigns responsibilities for meeting their specific functions related to emergency preparedness, response, recovery, and mitigation procedures. This Continuity of Operations Plan (COOP) establishes policy and guidance to ensure the Area Agency on Aging/Aging and Disability Resource Center Mission Essential Functions are continued in the event that Planning and Service area 6 (PSA 6), which includes Tampa, is threatened or incapacitated, and the relocation of selected functions is required.

Senior Connection Center Inc.(SCC) operating as the local Area Agency on Aging (AAA) and Aging and Disability Resource Center (ADRC) considers disaster preparedness as an important aspect of its mission, helping our older adults and persons with disabilities live with independence and dignity. SCC considers the ADRC a component of the agency's primary functions. Therefore, in accordance with service delivery requirements, SCC and the Local Service Providers (LSP) in the PSA are responsible for establishing COOPs. The Emergency Preparedness Coordinator of the AAA will review annually the LSP COOP. SCC's COOP will be reviewed annually by the Emergency Coordinating Officer at the Department of Elder Affairs (DOEA). SCC will be the liaison between the DOEA and our LSP.

SCC and LSP COOP are based on guidelines provided by the DOEA. SCC's contracts contain language providing for the activation of their plan by the Secretary of the DOEA. This language is also incorporated into the LSP contracts with SCC.

Local governments will bear the initial responsibility for disaster response and relief. Minor emergencies will be handled primarily at the local level. The Governor will declare a state of emergency when extraordinary measures are needed to support local efforts on a multi-county, statewide, or major emergency level. Before state agencies can qualify for federal assistance, the Governor must request a formal Presidential Declaration of Emergency.

State agencies have developed and will continue to update internal plans and procedures for any disaster. Internal disaster procedures have been developed and will

continue to be updated to ensure the aging network can fulfill their role and function in an emergency. The Division of Emergency Management's Florida State Watch Office monitors all state activities 24 hours a day, 7 days a week. The Department and the Division of Emergency Management will be able to contact the Emergency Coordinating Officer and/or the Alternate Emergency Coordinating Officer in the event of an emergency on any given day. In turn, the Emergency Coordinating Officer and/or the Alternate Emergency Coordinating Officer will be able to contact the Emergency Preparedness Coordinator and/or the Alternate(s) of SCC.

This COOP outlines actions to be taken by SCC as the AAA and ADRC when relocation is required of the organization during a disaster or emergency, and focuses on three components:

1. SCC will secure its own facilities and personnel; relocate to an alternate facility when a disaster or emergency strikes the local area, and return as quickly as possible to serving the needs of Florida's elders.
2. SCC will assist the LSP in preparing for and recovering from a disaster or emergency.
3. SCC will work in conjunction with the DOEA and other state/local emergency organizations as directed.

Chapter 8 of the Department of Elder Affairs' Programs and Services Handbook requires that each service provider consider the ability for delivery of services in the event of a disaster or emergency. In PSA 6, each provider will respond to the immediate needs of clients based on the characteristics of the disaster. Services will be adjusted to accommodate meal delivery in the event that meal sites are temporarily closed. The units of service contracted with SCC will be provided wherever possible; however, all parties involved in a disaster will be required to revise proposed expenditures and units of service to be provided. As is required, providers in PSA 6 must include disaster and emergency planning in the service application each year. As noted previously, SCC will annually review the LSP COOP. DOEA will be updated about the planning for older adults by SCC.

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Current provider network includes the following local service providers:

Provider	Contact Information	County	Program
Hillsborough County Family and Aging Services	Tracy Gogichaishvili #813-272-6315	Hillsborough	Lead Agency and Primary OAA Provider
The Centre	Ann Madsen #813-251-8437	Hillsborough	OAA IIIB/E Housing Improvement Services
Bay Area Legal Services	Richard Woltmann #813-232-1342	Hillsborough	OAA Legal Services
Alzheimer's Association	Chuck Albrecht #727-578-2558	PSA Wide	OAA Caregiver Supports
The Agricultural & Labor Program, Inc. (ALPI)	Cheryl Burnham #863-956-3491 ext.224	Polk	EHEAP
Polk County Elderly Services	Hope Jones #863-534-5548	Polk	Primary OAA Provider
Seniors First, Inc.	Marsha Lorenz #863-534-5320	Polk	Lead Agency
Florida Rural Legal Services	Don Isaac #863-688-7376	Polk, Highlands and Hardee	OAA Legal Services
Manatee County Community Services Department	Tracie Adams #941-749-3030	Manatee	Lead Agency
Meals on Wheels P.L.U.S. of Manatee, Inc.	Maribeth Philips #941-749-0100	Manatee	Primary OAA Provider
Gulf Coast Legal Services	Tammy D. Greer #727-821-0726, ext.271	Manatee	OAA Legal Services
Nu-Hope Elder Care Services	Ingra Gardner #863-382-2134	Hardee/Highlands	Lead Agency and Primary OAA Provider

I-2 Applicability and Scope

DOEA is a support agency to six Emergency Support Functions. As a lead agency in the aging network, the Department will respond to the needs of the AAA and LSP when impacted by a disaster or emergency. The AAA will work in conjunction with the Department and LSP to ensure the continuation of services to elders in the impacted areas as indicated.

SCC takes action in three phases of a disaster or emergency: Preparedness/Response, Short-term Recovery, and Long-term Recovery.

The Preparedness/Response effort includes:

1. Providing information concerning a disaster or emergency to the LSP.
2. Requesting the implementation of LSP Disaster Plan or COOP and standards as indicated.
3. Assist in planning for the continuation of the mission essential functions.
4. Providing a rapid assessment of immediate unmet emergency needs in conjunction with the LSP.
5. Assisting in providing food, water, clothing, shelter, and medical supplies in conjunction with the LSP.
6. Coordinating information and instructions, that is pertinent to elders, to the public or as directed by the DOEA.
 - a. Note: If it is a local disaster, efforts will include assisting the local Emergency Operating Center with dissemination of information.
7. Working together with the LSP in providing outreach efforts to ensure all victims have been identified and their needs met.

Short-term recovery efforts work on restoring essential public and social services and include:

1. Working with Local Emergency Operating Center and LSP in providing detailed damage assessments to determine the need for supplemental federal assistance.
2. Coordination of federal disaster assistance (public and individual).
3. Coordination of resources and materials.
4. Coordination of information and instructions to the public.
5. Post-disaster hazard mitigation activities to reduce future risks from disasters.

Long-term recovery efforts include assisting with community redevelopment and restoring the economic viability of the disaster area(s) through collective efforts of governmental and non-governmental organizations. These efforts include:

1. Assisting elders, and the agencies serving them, in reestablishing themselves.
2. Continuing advocacy for elders affected by the disaster who may be having difficulty obtaining the assistance they require.
3. Reestablishing housing for disaster victims.

I-3 Authorities

1. Chapter 252 (Emergency Management). Chapter 252.365(1), (2), (3) (Alternate Emergency Coordinating of the Florida Statutes).
2. Chapter 381 (Public Health) of the Florida Statutes.
3. Public Law 93-288 Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended, June 2006 Subchapter VI – Emergency Preparedness § 601. Declaration of policy (42 U.S.C. 5195).
4. Chapter No. 2006-71, Laws of Florida.
5. Public Law 109-365, Older Americans Act Amendments of 2006 amends Title III, Section 306.

I-4 Policy

As SCC/ADRC falls under the auspices of the DOEA, SCC will follow the same policies and responsibilities that have been deemed necessary by the Department.

DOEA is to operate in accordance with Chapter 252. 365(1), (2), (3), Florida Statutes, pertaining to appointing an Emergency Coordinating Officer and Alternate and the policies and responsibilities. Therefore, SCC's Emergency Preparedness Coordinator and/or Alternate(s) will coordinate with the local County Emergency Management offices on emergency preparedness issues, prepare and maintain emergency preparedness and post disaster response and recovery plans for the agency, maintain rosters of personnel to assist in disaster operations, and coordinate appropriate training for agency personnel.

These individuals shall be responsible for ensuring the LSP have COOPs as SCC is responsible for reviewing and approving these Plans.

Florida is the most vulnerable and hurricane-prone state in the nation. Based on that fact, hurricane history in Florida and the United States was rewritten in 1992. Hurricane preparedness and response falls within two categories: "before Andrew" and "after Andrew." Hurricane Andrew created the "new standard by which all other disasters are measured." As a result of the extensive preparation, response efforts, and leadership of South Carolina emergency management during Hurricane Hugo, Florida followed that plan which kept the state from experiencing higher casualties than during Hurricane Andrew. To ensure the DOEA can continue to provide its Mission Essential Functions, the COOP was developed to ensure this critical service to the aging network in all hazard environments and has directed the AAAs and LSP to also have a COOP.

This COOP can be implemented as a result of any natural or manmade disaster, which may include hurricanes, tornadoes, civil disturbances, contractual disputes, epidemics, massive migrations, fires, nuclear power plant accidents, sick building syndrome, train

derailments, terrorism, bio-terrorism, hazardous materials spills and others.

I-5 Supersession

This document supersedes the previous 2016 Senior Connection Center Inc., Disaster Preparedness and COOP.

SECTION II: CONCEPT OF OPERATIONS (CONOP)

II-1 Objectives and Specifics

The objective of this plan is to ensure a viable capability exists to continue essential agency functions across a wide range of potential emergencies, specifically when the primary facility is either threatened or inaccessible. The specifics of this objective include:

1. Protecting essential facilities, equipment, records, and other assets.
2. Reducing disruptions to operations.
3. Identifying and designating principals and staff to be relocated.
4. Facilitating decision-making for execution of the Plan and the subsequent conduct of operations.
5. Achieving a timely and orderly recovery from the emergency and resumption of full service to all elder Floridians in PSA 6.

II-2 Planning Assumptions and Considerations

In accordance with Federal guidance and emergency management principles, a viable COOP capability must (be):

1. Maintained at a high-level of readiness.
2. Capable of implementation (with or without warning).
3. Operational within three hours of notification and relocation accomplished three to five days after notification of disaster or emergency.
4. Maintain sustained operations in an alternate facility for up to 30 days, if necessary.

Florida's elder population is rapidly increasing and placing greater demands on the network of social service agencies. Following a disaster, the burden placed on the aging network becomes greater as older adults who ordinarily are self-sufficient, turn to local agencies for assistance and guidance.

The function of SCC in disaster preparedness, response, recovery, and mitigation

procedures is to address and meet the needs of elder citizens through the coordination of mutual assistance. Cooperation and coordination in the aging network helps to ensure all agencies will provide effective disaster relief services. The COOP encompasses the Agency's responsibilities, to include the Aging and Disability Resource Center (ADRC), in the event of a disaster, natural or manmade, and its impact on Florida's elders in PSA 6.

During times of a disaster, emergency preparedness procedures will take precedence over normal duties.

Assumptions

This plan will be implemented when emergency conditions are apparent. This will allow response and recovery actions to be implemented quickly and efficiently.

In the event of a major or catastrophic event, natural or manmade, the State Emergency Operations Center will be fully activated and the following will occur:

1. The Governor issues an Executive Order declaring a state of emergency. This order will direct the Division of Emergency Management (DEM) to implement Florida's Comprehensive Emergency Management Plan and, if necessary, the Continuity of Operations Plan (COOP).
2. The Governor requests activation of the Federal Response Plan. The Federal Emergency Management Agency (FEMA) coordinates and deploys federal resources to the State Emergency Operations Center.
3. The Governor requests federal disaster assistance to supplement state and local emergency resources.

Planning Considerations

In the event a major or catastrophic event, natural or manmade has occurred:

1. The first 72 hours are the most critical.
2. The Department directs the AAAs to implement their Disaster and/or COOP and, in turn, the AAA directs the LSP to implement their plans, as indicated.
3. The Emergency Coordinating Officer or alternate at the Department completes the call-down procedures to the AAA in the potentially impacted area(s). See Attachment 2A – “Local Service Provider Call Down Report” to be used to ascertain the current status of the PSA 6 provider network.
4. The Emergency Preparedness Coordinator or alternate(s) at SCC completes the call-down procedures to the LSP in the potentially impacted area(s).
5. SCC and the LSP will call-down or conduct home visits to all identified at risk, in-home, community based older Floridian clients in the potentially impacted area(s).
6. SCC and the LSP personnel will attempt to ensure the services to their clients

- will not be interrupted and will, if possible, assist at special needs shelters.
7. SCC and the LSP personnel will ensure delivery of shelf stable meals for clients who remain in their homes.
 8. SCC will ensure the ongoing operation of the Elder Helpline and the Intake and Screening functions for long term care services through the ADRC if possible.

Senior Connection Center's Capacity and Response Capability

SCC's response capability in the event of a major or catastrophic event is:

1. Senior Connection Center Inc./Aging and Disability Resource Center (ADRC) will ensure the operation of the Elder Helpline and Intake and Screening functions for long term care services for PSA 6 during a disaster.
 - a. If the Tampa area is impacted so greatly that the office precludes access or use of the office and the surrounding area, SCC's phone system can be rerouted to a VOIP system (Attachment 19). This system allows the phone system to be transferred to an internet system that can be accessed by any of SCC's staff. This will help ensure the Agency will be able to continue to meet the requirements of the ADRC.
 - b. If the Tampa Bay area has been impacted so severely that SCC would not be able to continue to operate the Elder Helpline and/or Intake and Screening functions for long term care services, the systems have the ability to be transferred or redirected to an area not impacted. As the Area Agencies on Aging statewide utilize the same database system, the needed information would be easily accessible to outlying PSA's that were not impacted by the disaster. In this incidence, the President and CEO or designee would request assistance from another PSA. This would allow any of the Area Agencies on Aging to input information into the system and this system would continue to appear seamless to the consumer.
 - i. Elder Helpline - DOEA coordinates the operation of the Elder Helpline (800-96-ELDER) that is available in each PSA. SCC operates the Elder Helpline for PSA 6.
 - ii. Long Term Care Services - SCC currently conducts the Intake and Screening functions for long term care services for all five counties within PSA 6: Hillsborough, Highlands, Polk, Manatee and Hardee Counties.
 1. In the event of a disaster, the Lead Agency Service Providers may be required to assist in conducting screening functions in the community due to inaccessibility of phones, immediate needs, etc. After a disaster has been declared, a formal request will be made to the Lead Agency Service Providers requesting their assistance.

2. SCC's personnel are available to deploy, if necessary, to assist impacted LSP to

ensure:

- a. Continuity of services.
 - b. Conduct case management and Intake and Screening of new potential clients.
3. SCC/ADRC will request assistance from the DOEA in the event that they are inundated. Additionally, all of the LSP can request assistance from SCC/ADRC should they become inundated during a disaster. The Agency will request assistance from the DOEA as warranted.
 - a. The private, non-profit LSP in PSA 6 have memorandums of agreement in the event that they are inundated.
 - b. Three of the LSP in PSA 6 are part of their respective county government and do not currently have memorandums of agreement with neighboring counterparts. However, the Community Emergency Plans developed by each county government ensures the continuity of operations.
 4. There are a number of identified LSP personnel who are available for shelter management training.
 5. LSP personnel will be available to assist with staffing of special needs shelters as available.
 6. Currently there are a number of volunteers throughout the state who can assist in recovery efforts on behalf of older Floridian disaster victims. For example, volunteers could be requested from the following programs: Advisory Council/Board membership, Home delivered meals, SHINE and agency/provider volunteers.

II-3 COOP Execution

Emergencies, or potential emergencies, may affect the ability of SCC/ADRC to perform its mission essential or primary functions. The following could mandate the activation of its COOP.

1. SCC is closed to normal business activities as a result of an event (whether or not originating in the office), or credible threats of action would preclude access or use of the office and the surrounding area.
 - a. For Hurricanes:
 - i. During the school year, SCC follows the decision of the Hillsborough County Public School District when determining if the office will close. When schools close, SCC follows suit and closes the office.
 - ii. When school is not in session and a storm is approaching, SCC defers to the local weather report for determining when to close. If a tropical storm warning or greater has been issued, the office will

- close. Staff have been made aware of this standardized practice.
- b. Office closures for non-storm related emergencies are made on a case-by-case basis.
2. The Tampa area is closed to normal business activities as a result of a widespread utility failure, natural disaster, significant hazardous material incident, civil disturbance, or terrorist or military attack(s). Under these scenarios, there could be uncertainty regarding whether additional events such as secondary explosions or cascading utility failures could occur and require COOP activation.
- In an event so severe that normal operations are interrupted, or if such an incident appears imminent and it would be prudent to evacuate the area as a precaution, the Emergency Preparedness and Response Team will activate the COOP.
- 1. The Relocation Group (RG) will be composed of selected primary staff members who possess the knowledge, skills and abilities to perform the Mission Essential Functions. This group will remotely conduct operations from the alternate facility and will be responsible for the continuation of functions, for a period up to 30 days. This timeframe will depend upon regaining access to the office. The secondary staff will remain home until notified otherwise. These staff members will remain in contact with their supervisor to ensure the continuation of services to the elder(s) as needed (Attachment 4).
 - 2. The alternate facility is a designated fixed site that will accommodate the Relocation Group. If the alternate facilities office is not accessible and/or a threat exists in the area, the second alternate facility will be utilized (Attachment 3A and 3B).
 - 3. When the business location is again ready for occupancy, the performance of the Mission Essential Functions will be transitioned back to the office (Attachment 5).
 - 4. Such incidents could occur with or without warning and during duty or non-duty hours. Whatever the incident or threat, the COOP will be executed in response to a full-range of disasters and emergencies (natural disasters, terrorist threats and incidents, and technological disruptions and failures as deemed appropriate).
 - 5. In most cases, the Emergency Coordinating Officer at the DOEA will receive a warning of at least a few hours prior to an incident. Under these circumstances, the process of activation would normally enable the partial, limited, or full activation of the COOP. Notification of all AAAs and LSP will occur in a timely manner.
 - 6. Without warning, it is critical that the disaster plan be continually referenced to ensure all necessary steps are taken and the process is as seamless as possible. The ability to execute the COOP will depend on the severity of the incident's impact on the physical facilities and on whether personnel are present

in the office or in the surrounding area.

7. The COOP ensures accountability of all SCC staff (Attachment 17).

II-4 Emergency Procedures

A key component of the DOEA is the call-down procedures to the AAA at risk in a disaster or emergency. If the emergency is a hurricane, notices of various levels are announced by the National Hurricane Center in Miami. Additional information and/or actions are taken by the State Emergency Operations Center. The State Emergency Operations Center, State Warning Point monitors all state activities in the state 24 hours a day, 7 days a week. DOEA and the Division of Emergency Management will be able to contact the Emergency Coordinating Officer and/or the Alternate Emergency Coordinating Officer at the Department in the event of an emergency on any given day. In turn, the Emergency Coordinating Officer will be able to contact the Emergency Preparedness Coordinator and/or alternate at SCC on any given day.

If the emergency is a terrorism or bio-terrorism attack, there may not be a warning prior to the attack. In this case, the State Emergency Operations Center will go immediately to full activation and the COOP will be activated. The Florida Department of Law Enforcement will be the lead agency in the case of a terrorism or bio-terrorism attack.

When an emergency is anticipated:

1. The Division of Emergency Management, State Emergency Operations Center, and State Emergency Response Team are activated.
2. The Emergency Coordinating Officer at the Department of Elder Affairs receives notification via SERT pager system or other medium.
3. At each level of activation, the Emergency Coordinating Officer notifies the Area Agency on Aging Emergency Preparedness Coordinator and/or alternates.
4. SCC will notify the Emergency Service Directors and/or alternates at the LSP, as indicated.
5. The relocation group will be activated if indicated.
6. Depending on the level of activation at the State Emergency Operations Center, the following may be required:
 - a. Level 3 Activation: Primarily informational; State Emergency Operations Center and Emergency Coordinating Officer monitors the situation. The Division of Emergency Management makes notifications to key personnel in selected Emergency Support Functions via conference calls, pages, E-

mails and phone calls. The Emergency Coordinating Officer will notify the Emergency Preparedness Coordinator and/or alternate at SCC. The Emergency Coordinating Officer will instruct what actions, if any, are needed at that time.

- b. Level 2 Activation: Partial activation; State Emergency Operations Center and all Emergency Support Functions are activated.
 - i. Emergency Coordinating Officer begins call-downs to the SCC.
 - ii. SCC begins call-downs to LSP Emergency Service Director and/or alternate as necessary in the potentially affected areas.
 - iii. Updates are given to the Emergency Service Directors in potentially affected areas on a regular basis.
 - c. Level 1 Activation: Full activation; State Emergency Operations Center is operating 24 hours a day, 7 days a week. In the event of a major or catastrophic event, terrorist attack or bio-terrorism, the State Emergency Operations Center will immediately be activated at this level. The following will occur:
 - i. Response and recovery efforts begin.
 - ii. Federal Emergency Management Agency (Federal Emergency Response Team) involvement is anticipated.
 - iii. Immediately following disaster, the Emergency Preparedness Coordinator and or alternates will be in contact with local Emergency Operating Center, to learn about the extent of damage - if damage assessment of any type has been carried out; what is status of roads/highways.
 - iv. The Emergency Preparedness and Response Team will assess any damage to SCC's office.
 - v. The Emergency Preparedness and Response Team will meet with available SCC staff and providers, at the alternate site if deemed necessary, to commence/institute recovery plan efforts.
7. As DOEA is the support agency to six of the Emergency Support Functions, SCC will provide assistance, as directed by the Department and with approval by the President and CEO and/or Board of Directors, to assist as needed.
 8. Daily Operational activities will cease during any emergency or disaster event.
 9. The Emergency Coordinating Officer or Alternate Emergency Coordinating Officer completes or notifies a designee within the department to complete the Department's Preparation to Implement Emergency Relief Measures and/or Implementation of Emergency Relief Measures memorandums (Attachment 15a and 15b), if time permits. Once approved by the Secretary, Deputy Secretary or designated authority, the memorandums will be immediately transmitted to Area Agencies on Aging and distributed to upper management. When the memorandums are received the following occurs:

- a. SCC's Emergency Preparedness Coordinator or alternate will contact the LSP and transmit the Preparation to Implement Emergency Relief Measures and/or Implementation of Emergency Relief Measures memorandums.
 - b. LSP implement their Disaster Plan and call-down to clients as required.
 - c. After call-downs have been completed, the LSP will call SCC's Emergency Preparedness Coordinator and/or alternate with results of call-downs and status of operational activities.
 - d. SCC's Emergency Preparedness Coordinator and/or alternate will contact the Department's Emergency Coordinating Officer with results of call-downs and operational activities.
10. When SCC has been closed, the Emergency Preparedness Coordinator or Alternate will notify the Emergency Coordinating Officer and/or alternate at the DOEA.
11. In case the PSA 6 area is affected by the event, the Disaster Plan will be activated. Should the SCC office or surrounding area be affected, the President and CEO or designee, along with the EPRT, will make the determination if the COOP will also be activated. The President and CEO or designee will notify staff members and the collocated CARES and DCF staff of the potential emergency.
- a. If the event occurs during business hours, staff will begin Agency shutdown (Attachment 2) and evacuation procedures. Special instructions will be given as required.
 - b. If the event occurs outside of business hours, staff will be given instructions by their supervisor if and when they should report to the agency to implement shutdown procedures (Attachment 1 – Communication Tree). Staff should also monitor local radio and television stations for latest updates.
 - c. In the event of a terrorist or bio-terrorism attack in the Tampa area that has impacted the Area Agency on Aging office and caused the immediate evacuation, the Agency immediately activates its COOP to relocate to an alternate site, if indicated (Attachment 3A and 3B). SCC will notify the Emergency Operating Coordinator and the LSP to inform them of the closure and how they will be able to reach the Emergency Preparedness Coordinator and/or Alternate (i.e., via cell phone, satellite phone, etc. or at an alternate facility as needed).

II-5 Post-Disaster Response and Recovery Procedures

SCC will assist, as directed by the DOEA, to assist as needed.

1. SCC's Emergency Preparedness Coordinator, Alternate and/or designee will contact the LSP in the impacted areas to determine the impact on the aging

network and possible need for assistance.

2. If deemed necessary and requested by the impacted LSP, SCC sends in a team of staff members to assist them in reestablishing daily activities and services to include Intake and Screening functions for long term care services.
3. SCC may assist impacted agencies in preparing paperwork to apply for Administration for Community Living (ACL), FEMA and other disaster related grants. The DOEA acts as a conduit for AOA funds to the affected Area Agencies on Aging and LSP.

Procedures

After a disaster, short-term and long-term recovery efforts will be completed. Should the LSP be impacted directly, the Emergency Preparedness Coordinator and the President and CEO and/or designee will discuss the need for assistance from SCC. The three private, non-profit, LSP in PSA 6 have memorandums of agreement in the event that they are overwhelmed. However, should these entities be affected by a disaster, they can request assistance from SCC.

Three of the LSP in PSA 6 are part of their respective county government. They do not currently have memorandums of agreement with neighboring counterparts. However, the Community Emergency Plans developed by each county government ensures the continuity of operations.

After approval from the President and CEO, staff from SCC can be deployed to the impacted area. This team will be comprised of staff that is knowledgeable of the providers and their mission. Protocols will be developed on a situation-by-situation basis for this team in regards to deployment to the impacted areas. Depending on the disaster, hotels may not be open, electricity may not be available, water may not be usable, etc. Additionally, basic safety elements will be observed such as ensuring that the staff member has plenty of water, sunscreen, bug screen, etc. The majority of these items can be found in the disaster supplies located in the SCC Disaster Kit (Attachment 16).

This team will then be responsible in assisting the LSP with the following:

1. Ensure the continuity of immediate services (i.e., meals, etc.).
2. Conduct case management of new potential clients.
3. Door-to-door canvassing of impacted areas, if warranted.
4. Other duties as needed, with the approval of the President and CEO and/or designee.

Transmitting Information to the Planning and Service Area

Information transmitted to the Planning and Service Area about a disaster or emergency should be sent by the fastest and most reliable means, phone, fax, or email.

Information will be coming to the Department from the State Emergency Operations Center for distribution to Planning and Service Areas, especially those in impacted areas. SCC will disseminate this information as directed by the Department.

Senior Connection Center's Internal Communications Procedures

When a notification of a disaster (natural or manmade) has been received by the Emergency Preparedness Coordinator and/or alternate, they will distribute notice internally as follows:

1. The Emergency Preparedness Coordinator and/or alternates will notify the Emergency Response and Preparedness Team (Attachment 12).
2. The President and CEO or designee will notify staff and collocated CARES and DCF staff members of the notification of the disaster.
3. All necessary information will be forwarded to the LSP as indicated.

Physical Securing and Shutdown of the Area Agency on Aging

If Tampa or the surrounding area will be or has been impacted by a disaster, natural or manmade, the Emergency Preparedness Coordinator and/or Alternate will be notified. Notification will be sent to staff along with instructions about shutting down the agency, if necessary (Office Shutdown Procedures, Attachment 2a and 2b).

II-6 AAA Office Roles-Key Staff

1. SCC personnel who are relocated under this plan to the alternate facility are known as the Relocation Group. The group must be able to continue operations and the performance of the Mission Essential Functions for up to 30 days with resource support (Attachment 5).
2. Since the alternate facility space and support capabilities will be limited, the Relocation group must be restricted to only those personnel who possess the skills and experience needed for the execution of Mission Essential Functions (Attachment 5).
3. SCC personnel who are not designated as part of the Relocation group may be advised to remain at or return home pending further instructions. The COOP activation will not, in most circumstances, result in a change of duty location

which may affect the pay and benefits of either the Relocation Group members or other SCC personnel.

Responsibilities of Key Staff

1. President and CEO

- a. Approves SCC's Disaster Plan and COOP.
- b. Ensures coordination and continuation of SCC Operations to include the Elder Helpline and Intake and Screening functions for long term care services.
- c. The President and CEO is a member of the Relocation Group as designated in this plan.
- d. Will act as the Point of Contact and Communications Coordinator for the Agency or will designate a person(s) to fulfill this role.
- e. The Emergency Preparedness Coordinator, in consultation with the President and CEO and/or Designee will notify the Relocation Group to activate this portion of the plan in an event so severe that normal operations are interrupted, or if such an incident appears imminent and it would be prudent to evacuate the Tampa area as a precaution.
- f. Prior to being released, press releases must be reviewed by the President and CEO or designee unless approved by Emergency Management.

2. Emergency Preparedness Co-coordinator and Alternate(s)

- a. The I&R Manager and the Chief Operating Officer, are designated as being the Emergency Preparedness Coordinators. The President and CEO is designated as the Alternate Emergency Preparedness Coordinator. However, during times of disaster activation, all agency staff may be required to assist as needed.
- b. In the event of a disaster, the Emergency Preparedness Coordinators will work as Co-coordinators to ensure the continuation of the Mission Essential Functions. Should the Emergency Preparedness Coordinators not be available, the alternate(s) will assume the role of the Emergency Preparedness Coordinator.
- c. The I&R Manager and the Emergency Preparedness Co-Coordinator are designated as part of the Relocation Group.
- d. Coordinate support for the Disaster Plan and COOP.
- e. Oversee the retrieval and dissemination of information to the LSP concerning events threatening the health, safety, well-being and independence of Florida's elders.
- f. Participate in meetings, trainings, exercises and conferences related to disaster preparedness, response, recovery, etc.
- g. Coordinate preparedness, response, recovery and mitigation efforts on behalf of the aging network at the local level.
- h. Provide technical assistance to the aging network concerning disaster

- planning and preparedness activities for staff and Florida's elders.
- i. Coordinate with the Chief Operating Officer in identification and resolution of operations issues to assure quality and efficiency among federal disaster assistance programs to LSP.
 - j. The Chief Operating Officer will act as an alternate to the SCC President and CEO and provide support for the Disaster Plan and COOP.
 - k. If necessary, deploy to disaster-impacted areas to provide coordination and assistance with response and recovery efforts.
 - l. Responsible for updating the COOP annually. Responsible for review and approval of LSP COOP.
 - m. Arrange for disaster volunteer recognition through thank you letters and certificates.
 - n. Facilitate Agency Disaster Training meetings.
 - o. The Emergency Preparedness Co-Coordinators and/or alternates will be on-call 24 hours a day, 7 days a week.
 - p. Assist in planning for the continuation of the Mission Essential Functions, to include the Elder Helpline and Intake and Screening functions for long term care services.

3. Chief Operating Officer

- a. Serve as alternate to the President and CEO.
- b. Serve as Co-Coordinator during times of disaster.
- c. Provide technical assistance as needed to the Local Service Providers.
- d. If requested by the LSP, coordinate case management assistance.
- e. Provide support for the Disaster and COOP.

4. Chief Financial Officer

- a. The Chief Financial Officer is designated as part of the Relocation Group.
- b. Assist with funding requests before, during and after imminent times of disaster.
- c. Assist LSP in obtaining Federal Emergency Management Agency (FEMA) funds, if necessary.
- d. Contract Administration
 - i. Assist in disaster grant application process through the DOEA and/or the ACL, as may be required.
 - ii. Assist with funding requests before, during and after imminent times of disaster.
 - iii. Assist LSP in obtaining FEMA funds, if necessary.
 - iv. Ensure disbursement of Home Care for the Elderly (HCE) checks.
 - v. Provide technical assistance regarding emergency purchases of contractual services.
 - vi. Provide technical assistance regarding emergency purchases of contractual services and ensure compliance with applicable Florida Statutes.

- e. Purchasing
 - i. Process emergency purchase order requests.
 - ii. Generate standing purchase orders for items needed during a disaster.
 - iii. Contact The Bank of Tampa and request emergency increase on purchasing card spending limits in the case of a COOP event.
- f. General Services
 - i. Responsible for maintaining and assisting in restoring phone systems at SCC during times of disaster.
 - ii. Responsible for reporting damage or loss of equipment at SCC.
- g. Personnel Liaison
 - i. Assist with coordination of personnel procedures as it relates to emergencies and disasters, i.e., office closures, administrative leave, payroll.
- h. Revenue Management
 - i. Responsible for cash draw downs, Letter of Credit, investment revenue and disbursement.
 - ii. Audit and process contract invoices.

5. Director of MIS

- a. The Director of MIS is designated as a member of the Relocation Group.
- b. Responsible for coordinating and securing equipment at SCC's office during times of disaster.
- c. Responsible for maintaining and restoring equipment at SCC or alternate facilities as needed, including, but not limited to:
 - i. CIRTS,
 - ii. MIP Non-Profit Series Accounting System, and
 - iii. REFER-ADRC database system.

6. Volunteer Manager/S.H.I.N.E. Liaison

- a. Dissemination of information to the volunteers as deemed necessary.

7. Director of Contracts and Quality Assurance

- a. Provide technical assistance as needed to the LSP.
- b. The Director of Contracts and Quality Assurance is designated as part of the Relocation Group if deemed necessary.
- c. Contract Administration
 - i. Assist in disaster grant application process through the DOEA and/or the ACL, as may be required.
 - ii. Responsible for maintaining and having access to current/active contracts.
 - iii. Ensure any new contracts or any amendments in process at the time the COOP is activated are successfully executed.
 - iv. Ensure any contracts or amendments scheduled to begin during a COOP event are successfully executed.

II-7 Alternate Facilities

The determination of an alternate facility will be based on the incident or threat. If SCC is inaccessible and there is no threat to the Tampa vicinity, the primary in-town alternate facility has been identified. An alternate in-town facility has been identified for SCC (Attachment 3a). If the in-town facility is utilized, they will need to accommodate up to 7 staff members. These facilities should be able to sustain mission essential operations for 30 days.

If the Tampa area is threatened or if the in-town facility is not available, then the out-of-town facility will be activated. An alternate facility has been identified for the Area Agency on Aging (Attachment 3b). The out-of-town facility will need to accommodate up to 7 staff members. These facilities should be able to sustain mission essential operations for 30 days.

The in-town facility can be operational within 24 to 48 hours from the time SCC is closed and evacuated and, if needed, be operational within 3 hours. The out-of-town facility can be operational within 5 days.

Furthermore, several ADRC staff within the Information and Referral and Long Term Care Services Departments are able to telecommute, allowing them to work remotely in a seamless manner if travel becomes hazardous.

II-8 Mission Essential Functions

It is important to establish priorities to ensure that the relocated staff can complete SCC's mission essential or primary functions, to include the Aging and Disability Resource Center (ADRC) functions. All units shall ensure that their essential functions can continue or resume as rapidly and efficiently as possible during relocation. Any function not considered essential will be deferred. See Attachment 5 for a list of the prioritized list of Mission Essential Functions.

II-9 Delineation of Mission Essential Functions

It is important to establish priorities prior to an emergency to ensure that relocated staff can complete the SCC's Mission Essential Functions (primary). The EPRT shall ensure that their primary functions can continue or resume as rapidly and efficiently as possible during an emergency relocation. Any task not deemed primary must be deferred until additional personnel and resources become available. This includes all ADRC functions with the exception of Long Term Care Services and Information and Referral Departments. See Attachment 5 for a listing of detailed Mission Essential Functions.

II-10 Warning Conditions

Upon receiving notification that a disaster has occurred or is about to occur, the SCC will respond in accordance with the Disaster and/or COOP.

1. The notification procedure is facilitated for the aging network in the following manner:
 - a. State level notification comes from the Division of Emergency Management to the Department. The Emergency Coordinating Officer and Alternate Emergency Coordinating Officer receive notifications from the SERT via telephone and e-mail.
 - b. Regional level notification, depending on the nature and type of disaster, may come from the Department to the Area Agency on Aging or from the Lead and Local Service Provider (LSP) to the Area Agency on Aging, who in turn notifies the Department. Local Service Providers may, in some instances, be the first to notify the aging network if the disaster originates in their county. Evacuation orders are issued at the local level by county emergency management requiring local coordination between the Area Agencies on Aging, Local Services and County Emergency Management.
 - c. If evacuation becomes necessary, the Emergency Coordinating Officer will assist with any coordination that may be needed between counties or regions for the evaluation and registration process at shelters.
2. The alert phase requires two plans:
 - a. During normal working hours; and
 - b. After hours, weekends and holidays. Both plans include the following:
 - i. SCC's Emergency Preparedness and Response Team (EPRT) maintain current listings of home addresses, home telephone numbers, work numbers and cell phone numbers of key SCC staff (EPRT, see Attachment 12), as well as Emergency Coordinating Officer and alternate at the Department of Elder Affairs.
 - ii. The Emergency Coordinating Officer or Alternate at the Department alerts SCC of the disaster status and begins preparation for potential mobilization.
 - iii. The Emergency Preparedness Coordinator and/or Alternate, in consultation with the Emergency Preparedness and Response Team, make assessments as to the safety of the SCC's facilities, equipment and records.
 - iv. The Emergency Preparedness Coordinator and/or alternate, in consultation with the Emergency Preparedness and Response Team, will notify SCC's Relocation Group to activate and start preparation for relocation in an event so severe that normal operations will be interrupted, or if such an incident appears imminent and it would be prudent to evacuate the Tampa area as a

precaution.

- c. The Emergency Coordinating Officer or Alternate Emergency Coordinating Officer at the Department of Elder Affairs, after consultation with the Secretary, releases the Preparation to Implement Emergency Relief Measures and/or the Implementation of Emergency Relief Measures memorandums (Attachment 15). These memorandums notify the Area Agencies on Aging of the actions to be taken in the event of a disaster. Upon receipt by SCC, these memorandums will be forwarded to the affected Local Service Providers (LSP) as indicated.

II-11 Area Agency on Aging Support Activities

The Department's responsibilities through the six Emergency Support Functions include participating in the coordination efforts to provide shelter, food, and emergency first aid, bulk distribution of emergency relief supplies to community-based disaster victims, and volunteers and donations. Support for these and other tasks assigned to the Department will be based on the availability of local aging network resources. SCC, under the direction of the DOEA, will assist as needed.

This support includes assisting in and providing the:

1. Establishment and operations of mass care and feeding facilities;
2. Coordination of relief efforts by volunteer organizations actively engaged in providing assistance to disaster victims;
3. In coordination with the Lead Agency, tracking elders and others who may be in shelters or otherwise affected by the disaster;
4. In coordination with the Lead Agency, registration of persons with special needs;
5. Information concerning the location of isolated and vulnerable elders in a disaster area;
6. Provision of strategies for feeding elder victims;
7. Taking inventory of shelf meals at congregate sites and other meal programs in order to know how to access the availability of this potential source of food;
8. Public information activities at the Emergency Operations Center or alternate facility; and
9. Assist in providing information concerning potential relocation sites for elders who may be rescued or evacuated, upon request.

The Emergency Preparedness and Response Team shall be kept up-to-date with

contact information by the Emergency Preparedness Coordinator, and must file the data in the Response Team folder. The Emergency Preparedness and Response Team folder shall be kept in a secure location due to the confidential employee information each will contain.

In addition, Local, State, and Federal emergency contact information are included, where appropriate.

1. Contact Information for the SCC Staff
2. Directions to the 1st and 2nd Alternate sites
3. Staff / Family Disaster Preparedness Plans
4. COOP
5. Disaster Preparedness Plan
6. Other information as deemed necessary

II-12 Direction and Control

SCC will pre-delegate authorities for making policy determinations and decisions. All such pre-delegations will specify what the authority covers, what limits may be placed upon exercising it, which (by title) will have the authority, and under what circumstances (see Attachment 6).

II-13 Hours of Operation for Alternate Facility

The President and CEO or designee will determine the operation hours of SCC at the alternate location. In the event of the need for extended coverage of the Elder Helpline or additional Long Term Care Services functions at the alternate facility, a schedule will be established on a situation by situation basis for this purpose.

II-14 Alert and Notification of Personnel

Alert Standards

If the situation allows for warning, staff may be alerted prior to a notification of COOP activation and the possibility of having to relocate to alternate facility.

1. Information and guidance for SCC's (AAA) employees - notification will be by telephone using the existing telephone tree (Attachment 1). Depending on the situation, current information will also be made through announcements released to local radio and TV stations.
2. Most staff, unless otherwise identified, should wait for specific instructions. All SCC employees should remain at their office or home until specific guidance is received.

3. Those identified employees (Relocation Group, Attachment 4), should be prepared to start relocation procedures, including where to assemble before relocating to the alternate facility, if necessary.
4. The Emergency Preparedness Coordinator and/or alternate will oversee the activation of any portion of SCC's COOP.

Notification Standards

Upon notification to activate the relocation phase of SCC's COOP:

1. The Emergency Preparedness Coordinator and/or alternate will notify the Emergency Preparedness and Response Team; informing them of the current situation and that the COOP is being activated. The Emergency Preparedness and Response Team will, in turn, notify their respective staff members. The Chief Operating Officer or alternate will notify the collocated staff, if necessary (i.e. CARES and/or DCF staff). See Communications Tree, Attachment 1.
2. If any individual cannot be reached, a message will be left on their voicemail, if available.
3. Each member of the Emergency Preparedness and Response Team will notify the Emergency Preparedness Coordinator or alternate the status of call-downs by utilizing the Communications Tree (see Attachment 1), including personnel not contacted.
4. For personnel who were not contacted, once they receive the message, they should immediately contact their EPRT member.
5. The last member of the EPRT on the communications tree (Attachment 1) will then contact the Emergency Preparedness Coordinator to notify him/her that the call-down has been completed.
6. Each member of the Emergency Preparedness and Response Team will report all unsuccessful contact attempts to the Emergency Preparedness Coordinator or alternate after relocation is affected.
7. The Emergency Preparedness Coordinator or alternate will notify the Emergency Coordinating Officer at the Department of Elder Affairs that SCC's COOP (relocation phase) is being activated. See attachment 11.
8. The Emergency Preparedness Coordinator or alternate will notify the Emergency Service Directors at the Local Service Providers that an emergency relocation of SCC is anticipated or in progress.

SECTION III: RESPONSIBILITIES AND PROCEDURES

III-1 The Area Agency on Aging's Responsibilities

When disasters or other emergency events (such as terrorism or bio-terrorism attacks) impact PSA 6, SCC's staff members will provide the manpower needed to carry out the COOP.

Planning Responsibilities

Primary responsibility of SCC's COOP falls under the duties of the Emergency Preparedness Coordinator (EPC) and/or alternates. They are responsible for the following:

1. Developing and maintaining SCC/ADRC COOP; which includes the activities of the agency and assignment to staff of specific tasks to construct and implement the plan.
2. Initiate and maintain a liaison with each county's Emergency Management Director to inform them of our coordination role with our provider network.
3. Ensure Staff/Family Disaster Preparedness Plans are updated annually or as needed. This information must be updated on an annual basis and submitted to the EPC by June 1 of each year, or as applicable.
4. Coordinate the notification process regarding an impending disaster.
 - a. Specifically, the Department of Elder Affairs' Disaster Preparedness and Operations office is responsible for notifying the Area Agency on Aging EPC or alternate of any impending disaster through linkages with the National Weather Service and/or Department of Elder Affairs.
 - b. The EPC and/or alternate will contact the Local Service Providers Emergency Services Director (ESD) as appropriate based on the Department of Elder Affairs' alert. Each Provider's ESD is then responsible for implementing its Continuity of Operation Plan.
 - c. After a disaster, the Area Agency on Aging's EPC will contact the Providers ESD and/or alternate to assess their level of functioning and then inform the Department of Elder Affairs' Emergency Coordinating Officer.
5. Assist in the coordination of efforts to initiate and maintain services to all persons sixty and older after an emergency declaration has been made.

6. Serve as a resource for dissemination of educational materials provided by DOEA regarding disaster planning. These materials would be given to providers, senior groups in the community and disseminated through the Elder Helpline and/or Long Term Care Services, as requested.
7. Coordinate disaster and recovery planning with each of the Community Care for the Elderly (CCE) Lead Agencies and Older American's Act (OAA) providers, together with their Emergency Management offices in each of the five (5) counties of PSA 6.
8. Provide technical assistance to the Local Service Providers on the development and implementation of their COOP.
9. Ensuring the continuation of the Mission Essential Functions, to include the Elder Helpline and Long Term Care Services.
10. Assisting in call-downs as appropriate, especially in the immediate area.
11. SCC will, at the discretion of the President and CEO, dispatch key personnel to Lead Agencies and Local Service Providers as needed.
12. Plan for Disaster workshops and/or trainings for SCC's staff.
13. Maintain a log of essential daily activities during any disaster, emergency, terrorist attack or bio-terrorism (Attachment 7).

Plan Organization

The Emergency Preparedness Coordinator and/or Alternate will contact the Emergency Service Directors and/or alternate in each impacted area as deemed appropriate.

1. SCC maintains an updated list of emergency contacts for the Emergency Operating Coordinator at DOEA and the Emergency Service Directors and/or alternates at the Local Service Providers (LSP).
2. After the Lead Agency has requested assistance and when deemed appropriate by the President and CEO of SCC, SCC will support the Lead Agencies as needed by providing staff to assist with the emergency response assessment teams. These teams will consist of staff from SCC to assist with identifying the elders in the area with any needed assistance. These staff members will, after being directed to by the President and CEO, deploy to the disaster area to support the disaster response efforts.
3. When the relocation of SCC to an alternate facility has been established, pertinent information will be given to the Emergency Coordinating Officer and/or alternate at the Department of Elder Affairs and the Emergency Service Directors

and/or alternates at the LSP.

4. In the event that LSP will be relocated at an alternate facility, after the relocation and the LSP agency is established, pertinent information will be forwarded to SCC's Emergency Preparedness Coordinator and/or alternate.

Responsibility and Function

The Area Agency on Aging will represent the aging network in meetings with local and state agencies and in the Emergency Operations Center or at the Emergency Operations Center alternate facility to ensure emergency plans adequately address the special needs of elders and will:

1. Maintain an updated Disaster Plan and COOP.
2. Ensure that the Local Service Providers Disaster Plans remain current.
3. Resolve within 24 hours all challenges posed by Local Service Providers on interpretation of emergency measures/activities necessary to assist elders following a disaster.

III-2 Alternate Relocation Point Facility Manager Responsibilities

SCC has established a Memorandum of Agreement with each alternate relocation facility to ensure availability and readiness when the agency has to relocate.

SCC will ensure the smooth transition of the Agency's mission essential functions, personnel, equipment, and vital records from the Area Agency on Aging office to the alternate facility.

General responsibilities for SCC at the alternate facility:

1. Identify non-Mission Essential Functions that can be deferred or terminated in the event SCC's COOP is implemented.
2. Maintain a current roster of designated COOP site-support staff personnel (Attachment 9).

General responsibilities of the alternate facility:

1. Provide proper storage of backup copies of vital records and databases, and other pre-positioned resources and assets.
2. Designate personnel responsible to assist the arriving key staff, if applicable.

3. Support the transition of all SCC functions, personnel, equipment and records from the alternate facility to a new or restored SCC office.

III-3 Personnel Coordination

The President and CEO will designate a staff member, if needed, to be the point of contact and provide information to those staff not at the alternate facility. The Chief Operating Officer will be the alternative to the President and CEO.

III-4 Vital Records and Databases

The responsibility of each unit is to identify emergency operating records, legal and financial documents essential to the continued functioning of the unit in the event SCC has to relocate to an alternate facility. Backup of vital documents on disks or CD's are a daily routine.

1. One of SCC's COOP plan objectives is to ensure the protection of vital records that are needed to support essential functions of the agency at the alternate facility.
2. Categories of these types of vital records and databases may include:
 - a. Emergency Operating Records. Vital records essential to the continued functioning or reconstitution of SCC, to include the ADRC functions, during and after an emergency. Included is the emergency plans and directives; orders of succession; delegations of authority; staffing assignments; and related information that will provide agency staff with guidance and information resources necessary for conducting operations and for resuming formal operations at its conclusion.
 - b. Legal and Financial Rights Records. Vital records critical to carrying out SCC's essential legal and financial functions and activities, and protecting the legal and financial rights of individuals directly affected by its activities. Included are records having such value that their loss would significantly impair the conduct of essential agency functions, to the detriment of the legal or financial rights or entitlements of the organization or of the affected individuals. Examples: accounts receivable; contracting and acquisition files; official personnel files; Social Security information, payroll, retirement, and insurance records, and property management and inventory records.

III-5 Resources at Alternate Facility

Each member of the Relocation Group will ensure that databases and other references supporting the identified SCC Mission Essential Functions to include the ADRC functions, will be available at the alternate facility.

III-6 Drive-Away Kits

Each Department supervisor is responsible for providing guidance to staff on the requirement for and the contents of these kits, which may contain such items as software, databases, publications, laptop computers, etc. Any special resource requirements for a specific Department are to be addressed by their supervisor.

It is strongly encouraged that essential items and data be pre-positioned at alternate facility instead of being carried in drive-away kits, because the relocation group members may be at home when the order is given for relocation to alternate facility and access to the kit may be difficult or impossible.

III-7 Telecommunications and Information Technology Support

Listed below is a list of the capability of SCC to backup and restore its network systems:

1. There are three specific applications that have been determined essential for SCC employees in the event of an emergency/disaster:
 - a. Information & Referral Database System (currently REFER).
 - b. Agency's Accounting System (currently, MIP)
 - c. State Client Database Tracking System (currently, CIRTS)
2. The REFER I&R Database system is currently located in North Carolina. Therefore, only disasters affecting North Carolina and our local Tampa area should impact the use of these systems. Redundant backup systems are in place by the owners of these systems.
3. Virtual systems are backed up fully onto an internal dedicated server that contains high capacity, high performance hard drives using Alike backup software during the evening hours, Monday through Friday.
4. Files stored on the networks, H:, S:, L:, M: (Accounting), and other network locations are backed up to Cloud (off site) storage using iBackup, 7 days a week.
5. Cloud based backup files can be restored directly from the Cloud storage or via a shipped drive containing our data. Necessary server installation files can be retrieved from our Internet based account at Tech Soup's website upon acquisition of replacement hardware.

6. The MIS Department would schedule time to reinstall operating and application systems, and would then transfer files from backup devices to new server equipment. Note that access to the CIRTS application is contingent on efforts performed by the State of Florida Department of Elder Affairs to bring this vital system back online.
7. Periodic testing has ensured the process will work properly.
8. In case of a power failure, all desktop computers, network hardware, and servers have a UPS (battery backup) connected to them for short-term power outage events and to help in the prevention of lost data.
9. Protocols for the phone system during a disaster have also been established. SCC has obtained an outside service (hosted PBX) through Innoport.com which will immediately become the default phone system when either 1) our main Inter-Tel system goes offline or 2) the digital lines go offline. This system will allow outside callers to leave messages which are then encrypted and sent over to the Elder Helpline for follow-up.

It is imperative that each department ensure unique or critical information systems requirements are considered in planning and, if appropriate, are identified as capabilities to be provided by support organizations at the alternate facility. All units shall maintain all necessary and up-to-date files, documents, computer software, and databases required to carry out the Mission Essential Functions.

III-8 Transportation, Lodging, and Food

The Emergency Preparedness Coordinator and/or alternate will disseminate information related to local travel and temporary duty station when SCC's COOP is activated. General information about transportation, lodging, and food is provided below:

1. Transportation: Privately owned vehicles will be used to commute to the alternate facility.
2. Lodging: Reasonable accommodations will be sought in the local communities surrounding the alternate facility.
3. Food: Restaurants should be available in the local communities surrounding the alternate facility.

III-9 Security and Access Controls

Each department supervisor is responsible for the protection of personnel and vital records and databases before, during, and after Continuity of Operations Plan operations that require relocation to an alternate facility.

III-10 Personal Preparedness

To prepare for the possibility of relocating to an alternate facility, the following recommendations for personal preparedness should assist the Relocation Group members and, when requested, designated support staff:

1. Personal Items: Relocation Group members will bring appropriate personal items and changes of clothing.
2. Clothing: While Relocation Group members are at the alternate facility, business-casual dress will be appropriate.
3. Medical Support: An adequate supply of medicines, hearing-aid batteries, and eyeglasses should be part of the items included in the “personal go-kits”. Relocation Group members should ensure that refrigerators are at the alternate facility for medication needing refrigeration and group members remember to bring their health insurance cards.

III-11 Site-Support Procedures

The alternate facility will provide at a minimum: facility access and control, office assignments, physical security, administrative support and supplies, communications support and information systems support.

SECTION IV: RELOCATION TO ALTERNATE FACILITY

In general, the following procedures will be followed in the execution of SCC's COOP. This will depend on the emergency, the amount of warning received, whether personnel are working on-site at the office or at home, and the extent of damage to SCC's office.

IV-1 Notification Procedures for Relocation to Alternate Facility

The notification process is intended to allow smooth transition to the alternate facility and to continue the Mission Essential Functions for SCC.

1. After consultation with the Emergency Preparedness Team, the Emergency Preparedness Coordinator and/or Alternate will notify the Emergency Preparedness and Response Team that relocation to an alternate facility is imminent and to start procedures to relocate.
2. Procedures for relocation efforts to the alternate facility will begin.
3. Instructions will be given to the relocation group about reporting to the alternate facility and instructions will also be given to secondary employees.
4. The Emergency Preparedness Coordinator will notify DOEA's Emergency Coordinating Officer and the Local Service Providers' Emergency Service Directors that relocation to the alternate facility is imminent.

IV-2 Initial Actions

Based on the situation and circumstances of an imminent event, the Emergency Preparedness Coordinator, in consultation with the Emergency Preparedness and Response Team, evaluates the length of closure of SCC and consideration is taken for actions taken during office hours or outside of office hours (Attachment 2a and 2b—Office Shutdown Procedures).

1. If it is determined that SCC will be closed up to five days and based on the magnitude of the event, the in-town alternate facility will be chosen, which can accommodate up to the seven members of the Relocation Group.
2. If it is determined SCC will be closed up to 30 days, a decision will be made as to whether to relocate to the identified alternate facility outside of Tampa. These facilities will be able to accommodate up to 7 people, depending on the magnitude of the event.
3. The Relocation Group Point of Contact will notify the designated alternate facility manager to expect SCC's relocation group.
4. The Relocation Group Point of Contact, the President and CEO or designee, will provide instructions and guidance to be relayed to staff.
5. The designated alternate facility manager prepares the facility for SCC's operations.
6. The Emergency Preparedness Coordinator notifies the Emergency Preparedness and Response Team that an emergency relocation is in progress.
7. The Emergency Preparedness Coordinator will notify the LSP and the

Emergency Coordinator Officer at the DOEA that the relocation is in progress and the expected length of time SCC will be at the alternate facility.

8. The Emergency Preparedness and Response Team will begin notifying their respective staff and any collocated if applicable (i.e. CARES and/or DCF staff). Upon completion of the notification, the results, including individuals not contacted, are reported to the Emergency Preparedness Coordinator and/or alternate.
9. The Relocation Group deploys to the designated alternate facility to assume SCC's Mission Essential Functions.
10. The Relocation Group members who have established drive-away kits ensure that they are complete, with current documents and equipment, and begin moving the resources.
11. Appropriate measures will be taken to ensure the security of SCC, its equipment and/or records remaining in the building.
12. The President and CEO or designee will determine SCC's work hours at the alternate facility. If possible, coverage of the Elder Helpline and Long Term Care Services will be 8:00 am to 5:00 pm, Monday through Friday.

IV-3 Activation Procedures Duty Hours

If it is determined that relocation is imminent during regular work hours, the Emergency Preparedness Coordinator, in consultation with the President and CEO, will notify the Relocation Group of the emergency requiring activation of SCC's COOP and relocation to the designated alternate facility.

1. The Emergency Preparedness Coordinator notifies the appropriate alternate facility manager.
2. The Emergency Preparedness Coordinator notifies the Emergency Coordinating Officer at the DOEA that SCC/ADRC is relocating and the approximate length of time SCC will remain at the alternate facility.
3. The Emergency Preparedness Coordinator notifies the LSP and/or Emergency Service Directors that SCC is relocating and the approximate length of time the Agency will remain at the alternate facility.
4. The Relocation Group deploys to the designated alternate facility and assumes the SCC/ADRC's Mission Essential Functions, when feasible.

5. The tasks in Section IV-2 – Initial Actions will be completed in its entirety.

IV-4 Key Staff Not on Duty

If it is determined that relocation is imminent during non-working hours, the Emergency Preparedness Coordinator, in consultation with the President and CEO, will notify the Relocation Group of the emergency requiring activation of SCC's COOP and relocation to the designated alternate facility.

1. The Emergency Preparedness Coordinator and/or alternate will notify the appropriate alternate facility manager on when to expect the relocation group.
2. The Relocation Group deploys to the designated alternate facility in a timely manner and assumes SCC's Mission Essential Functions, where feasible.
3. If not already assigned to the alternate facility, those key staff not at that facility will be notified when to report for duty, if needed. Staff deemed secondary would be activated as deemed necessary by the Emergency Preparedness Coordinator and/or alternate and the President and CEO to assist in an emergency.
4. The members of the Emergency Preparedness and Response Team will notify and direct other SCC employees to remain at home pending further guidance. The Chief Operating Officer, or alternate, will notify the collocated if applicable (i.e. CARES and/or DCF staff) located at the Agency. The staff will be advised to stay tuned to their radio and television stations for further information.
5. The tasks in Section IV-2 – Initial Actions will be completed in its entirety.

IV-5 Deployment and Departure Procedures

Relocation Group members relocate to the designated alternate facility, taking with them all office drive-away kits and, if necessary, their personal preparedness bags. The Relocation Group will be using privately owned vehicles for transporting to the designated alternate facility.

Secondary personnel present at SCC at the time of an emergency notification will be directed to proceed to their homes and to await further instructions. At the time of notification, information will be provided on routes that should be used to depart SCC office or other appropriate safety precautions. During non-working hours, secondary personnel will remain at their homes pending further instructions.

IV-6 Transition to Alternate Operations (facility)

The Emergency Preparedness Coordinator and/or alternate consults with the Emergency Preparedness and Response Team and upon the decision to close SCC, the President and CEO or designee orders the cessation of operations for SCC and the relocation to the designated alternate facility.

1. The Emergency Preparedness Coordinator will notify the President and CEO or designee that the emergency relocation of SCC/ADRC COOP is complete.
2. The Emergency Preparedness Coordinator will also notify the Emergency Coordinating Officer at the DOEA that SCC/ADRC has relocated.
3. The President and CEO or designee notifies the press, news media, vendors, and other service providers as indicated that SCC/ADRC has been temporarily relocated.

IV-7 Site Support Responsibilities

The Emergency Preparedness Coordinator and/or alternate will notify the facility manager at the alternate facility that relocation to that facility is imminent. Following notification that relocation has been ordered or is in progress, the facility manager at the alternate facility will prepare to receive the relocation group. The alternate facility manager may direct site personnel to some other duty station in the facility, or may direct site personnel to remain or return home pending further instructions.

SECTION V: OPERATIONS AT ALTERNATE FACILITY

V-1 Execution of Mission Essential Functions

Upon notification that relocation to an alternate facility is imminent, the Relocation Group will provide support for the following functions:

1. Monitor and assess the situation that required the relocation.
2. Monitor the status of the unit personnel and resources.
3. Continue SCC Mission Essential Functions, to include the Elder Helpline and Long Term Care Services.

V-2 Establishment of Communications

SCC will reestablish normal lines of communication to the LSP and the DOEA at the

alternate facility.

V-3 Relocation Group Responsibilities

- 1. President and CEO**
 - a. The President and CEO or designee will act as the Point of Contact and Communications Coordinator for SCC.
 - b. Alternate Emergency Preparedness Coordinator.
- 2. Chief Financial Officer**
 - a. Ensure continuation of Payroll.
 - b. Ensure HCE checks are prepared and mailed to clients.
 - c. Financial Support of the LSP as deemed necessary.
- 3. Chief Operating Officer**
 - a. Emergency preparedness Coordinator.
 - b. Continuation of Long Term Care Services.
- 4. Director, MIS**
 - a. Continuation and/or reestablishment of CIRTS.
 - b. Continuation and/or reestablishment of the MIP Non-Profit Series Accounting System.
 - c. Establishment of computers or hardware.
- 5. I&R Manager**
 - a. Emergency Preparedness Coordinator.
 - b. Continuation of the Elder Helpline.
 - c. Contact with the Emergency Service Directors in the respective counties to ensure information is passed to staff.

V-4 Augmentation of Staff

If it becomes evident that the Relocation Group cannot ensure the continuous performance of Mission Essential Functions to include the Elder Helpline and Intake and Screening functions for long term care services, additional staff will be notified and sent to the alternate facility as deemed appropriate.

1. The additional staff will be individuals who have the requisite skills to perform the tasks;
2. It is imperative for Continuity of Operations Plan operations at an alternate facility to maintain a roster of personnel (Attachment 9).

V-5 Guidance to Primary and Secondary Personnel

1. The President and CEO or designee will serve as the Communication Coordinator and Point of Contact.

2. The Communications Coordinator will develop informative memorandums for dissemination to all Area Agency on Aging employees in regards to the duration of alternate operations, pertinent information on payroll, time and attendance, duty assignments, and travel authorizations and reimbursements on a needed basis.
3. The Point of Contact will then distribute the document to the relocated personnel and the secondary staff through the appropriate media and other sources that are available.

V-6 Development of Plans and Schedules for Reconstitution and Termination

Immediately implement standards to transfer communication, vital records and databases to the primary facility. Circumstances may dictate that a new primary facility is designed and subsequently occupied.

SECTION VI: RECONSTITUTION AND TERMINATION

VI-1 Overview

Within 24 hours of an emergency relocation, the Emergency Preparedness and Response Team will initiate operations to salvage, restore, and recover SCC's office, after the approval of the local and Federal law enforcement and emergency services involved. Reconstitution procedures will commence when the Emergency Preparedness and Response Team ascertains that the emergency situation has ended and is unlikely to reoccur. Once this determination has been made, one or a combination of the following options may be implemented, depending on the situation.

1. Continue to operate from the alternate facility.
2. Begin an orderly return to SCC's office.
3. Begin to establish a reconstituted SCC office in some other facility in the Tampa vicinity.

VI-2 Assumptions

Upon a decision by the Emergency Preparedness Coordinator and/or alternate in consultation with the President and CEO or designee that SCC office can be reoccupied or that a different facility will be established as a new SCC/ADRC office, the transition

will begin.

Prior to relocating to the current SCC facility or another building, the Agency will consult with building management to ensure the building is habitable.

The Point of Contact of the Relocation Group, in conjunction with the Emergency Preparedness Coordinator and/or alternate, will oversee the orderly transition of all SCC functions, to include the ADRC functions, personnel, equipment, and records from the alternate facility to a new or restored SCC office facility.

When the necessary equipment and documents are in place at the new or restored facility, the staff remaining at the alternate facility will transfer the Mission Essential Functions and resume normal operations.

VI-3 After Action Review

An "After Action Review" data collection process will be initiated prior to the cessation of operations at the alternate facility. An Employee Observation/Comment Form (Attachment 10) will be used.

The Employee Observation/Comment Form will be used to record comments about any action, strength, weakness observed at the alternate facility. The Emergency Preparedness Coordinator or alternates will distribute these forms electronically to all employees once SCC resumes normal operations.

As a result of the survey forms, changes to SCC COOP and any new standards will be developed and incorporated into the Plan.

SECTION VII: DISASTER RECOVERY

VII-1 Financial Assistance

Two categories of disaster related financial assistance is available to LSP:

1. Funds to assist public and private nonprofit agencies to recover losses.
2. Funds to assist in providing needed services to older persons. Financial assistance can be through the Older Americans Act, private donations, private insurance, and FEMA.

Older Americans Act Funds: The DOEA is eligible to apply for Disaster Relief Assistance from the Administration for Community Living (ACL) Older Americans Act

Funds, Title IIIC, when a disaster has been Presidential declared. Additional funds can be sought by the ACL on behalf of the impacted state(s), in conjunction with other federal agencies, through a supplemental appropriation request to Congress. These funds may be used for the following:

1. Expansion of Information and Referral
2. Transportation
3. Disaster outreach and advocacy
4. Licensed appraisal services
5. Chore services
6. Legal services
7. Moving and storage assistance
8. Home delivered and congregate meals
9. Homemaker services
10. Other direct services to older persons
11. Repairs for provider agencies that are not covered by other funding sources
12. Gap-Filling services.

The Department identifies items to include in the request to the ACL through information from the Area Agencies on Aging and the LSP.

Eligibility for the funds is limited to the Department, Area Agencies on Aging and LSP in the counties within the Presidential declared disaster areas. Eligible organizations may also make applications on behalf of individual elders for specific needs. These funds are available to reimburse the cost of service units in excess of budgeted units, additional services not in the Area Plan, services to an expanded clientele not normally participating in aging network programs, and other specialized disaster-related services.

Private Donations: The Department may receive donated funds from private organizations and individuals. Some of these funds may be discretionary, while some may be designated for specific purposes. There are no specific requirements for the use of these funds by service providers other than that they are used for disaster-related purposes and would be received and disbursed on behalf of disaster survivors through the DOEA Trust Fund.

Private Insurance: As part of their emergency preparedness plan, Area Agencies on Aging and LSP should review and update their insurance coverage. The plans should include all essential information such as policy number and emergency contact. Safeguarding and having essential policy information available may help to facilitate the claims process.

Federal Emergency Management Agency (FEMA): Local governments and private nonprofit organizations in declared disaster areas may be eligible for reimbursement from FEMA and other federal agencies (i.e. Small Business Administration) for damages and expenses. Private, nonprofit organizations should be guided by the

following information:

The Area Agencies on Aging and LSP are included in the local COOP, which deems them eligible for reimbursement for activities they have completed as part of their response to the local plan. This helps ensure that the needs of the area's elders are represented at the local level.

To be eligible for financial assistance, an item of work must:

1. Be required as the result of the declared disaster event,
2. Be located within a designated area, and
3. Be the legal responsibility of an eligible applicant.

Under the Public Assistance portion of the Stafford Act, administered by FEMA, "any private, nonprofit organization, having certain unreimbursed expenses associated with declared disasters may be eligible for reimbursement of those expenses provided the organization is providing essential services of a governmental nature to the general public."

Emergency services such as congregate or home-delivered meals, transportation, homemaker service, housekeeping service, and other needed support services delivered to persons not normally receiving or eligible for the service should be partially or totally reimbursable by FEMA.

Time Limitations: Public agencies must file a FEMA "Notice of Intent" Form to the Governor's Appointed Representative (GAR) at the State Emergency Operations Center within 30 days following the county of operation's designation as an official disaster area.

Accurate documentation must be kept in order to receive the maximum reimbursement for which an applicant organization may be entitled. This includes documentation of time and overtime earnings, use of equipment, material and supplies.

Individual Assistance: Below is a listing and brief description of the services available under the Federal Emergency Management Act Individual Assistance Program. Unless you are referred to another organization within the descriptive paragraph, in-depth information regarding each program is available from the Disaster Recovery Center (DRC), the number and address of which will be published in the event of a disaster. In most instances all organizations will have representatives at the Center.

1. **Temporary Housing Program:** Provides suitable rental housing, mobile homes or rental assistance to persons in need due to a major disaster.
2. **Federal Unemployment Assistance:** May be provided to an individual who is unemployed as a result of a major disaster. The assistance will be for the weeks of such unemployment that the individual is not entitled to by other unemployment compensation. The assistance may continue until the individual

is employed or up to a maximum of 26 weeks after the disaster declaration.

3. Individual and Family Grant Program: Provides grants of up to \$12,500 to individuals adversely affected by a major disaster. The grant is to enable them to meet their disaster-related serious needs and necessary expenses when they are unable to meet such expenses or needs through other means. The federal share of the grant is 75%; the state must match the other 25%.
4. Food Coupons: Distribution may be authorized to disaster survivors if they are unable to purchase nutritious food as a result of a major disaster.
5. Disaster Legal Services: Legal services, including legal advice, counseling and representation in non-fee generating cases may be provided to low-income individuals. Such services may be provided by volunteer lawyers by agreement, private lawyers paid by FEMA (when no other means are available), or by federal lawyers. Legal services include: replacing legal documents, transferring titles, contracting problems, wills and probate, insurance problems, and certain landlord-related problems. Contact your local legal aid society or call a Disaster Hotline.
6. Crisis Counseling: Available from the federal government upon request, provided the state has initiated an assessment to determine the needs and cost. If the state determines that immediate services are required, the state may immediately request funds under a separate application from the Regional Director.

An individual may be eligible for crisis counseling if he or she was a resident of the designated disaster area or was present in the area at the time of the disaster, and if he or she has a mental health problem which was caused or aggravated by the disaster or aftermath or if he or she may benefit from preventive care techniques.

The Department of Children and Families has the responsibility to coordinate mental health services through its network of area Community Mental Health Centers (CMHC) in support of an emergency recovery operation.

VII-2 Documentation of Funding

General Process for Requesting Funds: We would work through ACL and the DOEA to identify and apply for disaster related funding available at the state and federal level. ACL and DOEA both utilize standard grant notification and release processes.

In order to expedite the process for requesting and receiving assistance, documentation of services and expenditures and their relation to the disaster is necessary. To the extent possible, normal reporting processes should be maintained and additional or new

clients should be added. If this is not possible due to power outages or destruction of offices and records, a backup system should be planned. Use of the Disaster Checklist (Attachment 14) can be used for preliminary documentation of needs.

At a minimum, SCC and LSP should maintain individual logs on:

1. Clients served and the types of service;
2. Staff hours in excess of normal working hours;
3. Damages to facilities and equipment; and
4. Record of expenditures for special equipment or other specific disaster needs outside the normal budget.

If normal record-keeping systems are in place that captures this data, it is not necessary to duplicate information. Disaster relief needs must be quantified in order for the DOEA to request assistance from the ACL. FEMA will require sound documentation of losses and expenses incurred. At the time of an actual disaster, the Department will provide the Area Agencies on Aging and LSP procedures and timeframes for submission. This information will be sent to the appropriate Local Service Provider as indicated.

Questions should be addressed to the Emergency Coordinating Officer. At this time the Department's expenses are not eligible for reimbursement by FEMA, but the Department can apply through the Older Americans Act if they meet the stipulations noted above. The initial amount is very limited for each disaster that has been declared by the president and has been set by the ACL. FEMA reimbursement forms and ACL grant application forms and instructions will be provided.

Accountability for Funds: The following principles should be followed to ensure adequate accountability:

1. Appropriate accountability for disaster related revenues and expenditures are essential. Funds must be recorded to accurately and clearly establish an adequate audit trail for all disaster assistance activities.
2. Funds from different sources (for example – Title III, private donations/foundation grants, etc.) may not be commingled and must be accounted for separately.
3. Expenditures of Title III funds, Community Care for the Elderly, and Emergency Home Energy Assistance Program must be accounted for in the usual manner, regardless if it is from a current grant, augmentation of the usual allotment, or for ongoing or disaster related activities.

VII-3 Instructions for the Department's Disaster Relief Assistance

The Department is eligible to apply for Disaster Relief Assistance from the ACL for reimbursement for services under the Older Americans Act, Title IV (See AoA-PI-84-5). Please page 42-43 for a list of services.

These funds are only available to reimburse obligations already incurred that cannot be reimbursed from FEMA or other community resources. Identified items pertaining to the Area Agency on Aging or Local Service Provider can be identified and are to be included in the Department's request to the ACL.

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DISASTER PREPAREDNESS PLAN

SECTION I: INTRODUCTION

I-1 Philosophy

The Senior Connection Center Inc. (SCC)/Aging and Disability Resource Center (ADRC) considers disaster preparedness as an important aspect of its mission, which is to help older adults and persons with disabilities live with independence and dignity. SCC considers the ADRC a component of the agency's primary functions. Therefore, in accordance with service delivery requirements, SCC, operating as the local Area Agency on Aging and the Local Service Providers (LSP) in the Planning and Service Area (PSA) are responsible for establishing Continuity of Operations Plans (COOP). Updates are completed annually as part of their service provider application package. The Agency monitors each provider annually and the disaster preparedness procedures are included in this process.

I-2 Assurances

1. SCC/ADRC will cooperate with appropriate agencies in the planning, execution, and aftermath of disasters which affect the five counties of PSA 6.
2. SCC will annually review the provider's Disaster Preparedness Plans. The Department of Elder Affairs will be updated on information about planning for older adults by the Agency.

SCC takes action in three phases of a disaster or emergency: Preparedness/Response, Short-term Recovery, and Long-term Recovery.

1. The Preparedness/Response effort includes:
 - a. Providing information concerning a disaster or emergency to the LSP,
 - b. Requesting the implementation of LSP Disaster Plan/COOP and standards as indicated,
 - c. Planning for the continuation of the Mission Essential Functions, to include the Elder Helpline and Long Term Care Services,
 - d. Providing a rapid assessment of immediate unmet emergency needs in conjunction with the LSP.
 - e. Assisting in providing food, water, clothing, shelter, and medical supplies in conjunction with the LSP,
 - f. Working together with the LSP in providing outreach efforts to ensure all victims have been identified and their needs met,
 - g. Coordinating information and instructions, that is pertaining to elders, to the public or as directed by the Department of Elder Affairs, and
 - h. If it is a local disaster, assisting the local Emergency Operating Center with dissemination of information.

2. Short-term recovery efforts work on restoring essential public and social services and include:
 - a. Working with Local Emergency Operating Center and LSP in providing detailed damage assessments to determine the need for supplemental federal assistance.
 - b. Coordination of federal disaster assistance (public and individual).
 - c. Coordination of resources and materials.
 - d. Coordination of information and instructions to the public.
 - e. Post-disaster hazard mitigation activities to reduce future risks from disasters.
 - f. Long-term recovery efforts include:
 - i. Assisting with community redevelopment and restoring the economic viability of the disaster area(s) through collective efforts of governmental and non-governmental organizations. These efforts include: Assisting elders, and the agencies serving them, in reestablishing themselves.
 - ii. Continuing advocacy for elders affected by the disaster who may be having difficulty obtaining the assistance they require.
 - iii. Reestablishing housing for disaster victims.

I-3 Compliance

Chapter 8, of the Department of Elder Affairs Programs and Services Handbook requires that each service provider consider the ability for delivery of services in the event of a disaster or emergency. In PSA 6, each provider will respond to the immediate needs of clients based on the characteristics of the disaster. Services will be adjusted to accommodate meal delivery in the event that meal sites are temporarily closed. The units of service contracted with SCC will be provided wherever possible; however, all parties involved in a disaster will be required to revise proposed expenditures and units of service to be provided. As is required, providers in PSA 6 must include disaster and emergency planning in the service application each year.

SECTION II: OVERVIEW

II-1 Overview of Agency Role in Disasters

The Department of Elder Affairs (DOEA) has compiled Disaster Preparedness manuals to assist the Aging Network in its preparation and response to emergencies. The manuals are to serve as a guide to provide a basic understanding of roles and responsibilities in the process of addressing disaster assistance for seniors. Seniors are particularly vulnerable in disaster situations and can suffer greatly from the effects of a disaster. Cooperation within the network is essential to coordination with all other

agencies in providing effective disaster relief services to the senior community.

While hurricanes are the most often thought of disaster in Florida, the emergency preparedness plan will cover other hazardous conditions such as: Excessive Hot weather, Excessive Drought conditions (brush fires), Excessive Cold weather (freezes), Hazardous waste/Chemical spills (water/air contamination), or flooding. Other natural/manmade disasters that may implicate adverse or life threatening conditions for older Americans and the frail elderly may include those not related to weather conditions. These may include major transportation or vehicular accidents, civil disturbances, contractual disputes, epidemics, pandemics, fires, chemical or hazardous material accidents, economic catastrophes, or acts of terrorism; all of which can impact elders.

II-2 AAA Responsibilities

The I&R Manager has been designated as the Emergency Preparedness Coordinator, (EPC) and in conjunction with the Chief Operating Officer and the President and CEO will be charged with the following responsibilities:

1. Develop and maintain SCC Disaster Preparedness Plan and COOP, which includes the activities of the agency and assignment to staff of specific tasks to construct and implement the plans.
2. Initiate and maintain a liaison with each county's Emergency Management Director to inform them of our coordination role with our provider network.
3. Ensure Staff/Family Disaster Preparedness Plans are updated annually or as applicable for all staff members and collocated CARES and DCF staff (Attachment 8b).
4. Coordinate the notification process regarding an impending disaster. Specifically, DOEA's Disaster Preparedness and Operations office is responsible for notifying SCC EPC of any impending disaster through linkages with the National Weather Service and/or Florida Department of Community Affairs. The EPC will contact the provider agency's Emergency Services Director (ESD) as appropriate based on DOEA's alert.
5. Each provider's ESD is then responsible for implementing its disaster preparedness/emergency management plan and/or COOP as appropriate. After a disaster, SCC's EPC will contact the provider's ESD to assess their level of functioning and then inform DOEA's Emergency Coordinating Officer (See Methods of Notification).
 - a. Assist in the coordination of efforts to initiate and maintain services to all persons sixty and older after an emergency declaration has been made.

- b. Serve as a resource for dissemination of educational materials provided by DOEA regarding disaster planning. These materials would be given to providers, senior groups in the community and distributed through the Elder Helpline and Long Term Care Services as requested.
 - c. Participate in the coordinating network for health and human service disaster preparation and recovery in the five county area.
- 6. Coordinate disaster and recovery planning with each of the CCE Lead Agencies and OAA providers, together with their Emergency Management offices in each of the five counties of PSA 6.
- 7. Maintain a coordinated Disaster Recovery Plan for the PSA 6 provider network.
- 8. Assist in planning for the continuation of the Mission Essential Functions, to include the Elder Helpline and Long Term Care Services.
- 9. After-hour coverage of the Elder Helpline and Long Term Care Services, if necessary.
- 10. Assisting in call-downs as appropriate, especially in the immediate area.
- 11. The Agency will, at the discretion of the President and CEO, dispatch key personnel to Lead Agencies and LSP as needed.

II-3 Provider Expectations

Minimal expectations of service providers include:

1. Designation of an Emergency Services Director (ESD).
2. A procedure for contacting all at-risk provider clients, on a prioritized basis, before and immediately following a disaster.
3. A procedure for receiving referrals from, conducting outreach, and delivering services to elderly persons, other than the existing clients, needing emergency relief assistance. These may be individuals outside the client base.
4. A procedure for after-hour coverage of provider agency phones and other network services, if necessary.
5. A procedure to dispatch the Emergency Service Director or other staff members to shelters in areas outside of the disaster area, to assist elderly evacuees with special needs.

6. A procedure to help at-risk clients register with Special Needs Registries with their local County Emergency Management Office.
7. A procedure for nutrition providers to distribute meals to clients before and after disasters; a procedure to distribute meals to elderly disaster victims and persons residing with the elderly victims after the disaster.
8. A procedure to assign staff to Emergency Operations Centers and/or disaster field assistance centers to ensure that elderly victims in the disaster area receive help.

II-4 Local Strengths

For the purposes of this plan, the entire PSA is addressed, which includes Hillsborough, Highlands, Hardee, Manatee, and Polk counties. Each county disseminates disaster preparedness information. All counties have a citizen's information line that operates throughout the year. There are also special numbers used during a disaster event. This information has been compiled and will be updated by the Database Resource Manager annually; immediately prior to an anticipated disaster; and throughout the response, relief and recovery periods (Attachment 20).

Various companies, public and private, publish and make available "official hurricane survival guides" as appropriate for their county. In the Tampa Bay region these guides are available through local supermarket and pharmacy chains; libraries and post offices; builder supply stores; and newspaper, radio and television media. The DOEA also distributes a Disaster Preparedness Guide, which is distributed statewide through all the Area Agencies on Aging and the LSP. These guides are distributed through the Department of Health, American Red Cross, senior housing units, senior centers, and various provider locations including Meals on Wheels.

In addition to printed material, community members may obtain information and referral data on disaster preparedness related topics through local and statewide Elder Helplines, Internet websites, local emergency phone numbers during disasters, and advances made in early warning weather systems. Further, each county has active 9-1-1 or enhanced 9-1-1.

II-5 PSA 6 Profile and Demographics

The 2015 population profile for the older adults in PSA 6 indicate that there are 556,006 people. As of 2016, there were 6,393 people listed as special needs clients. A special needs client is a person who reported that they would evacuate during a disaster; who would need assistance during a disaster; and/or they are registered with a county's special needs shelter coordinator. Though this is a small number, providing for their

needs during an evacuation can be a large task. Most of the people identified as a special needs clients, are so, due to a disabling condition or illness. The needs of this population must be addressed before, during, and after a disaster or emergency.

Typically, these older adults and their caregivers are particularly susceptible during disasters of any kind. Nonetheless, the entire population of those 60 and over should be considered when addressing the disaster plan and the attempt of the agency to advocate on their behalf during a disaster event, see Table 1.

Elderly Population in Planning and Service Area 6, 2015 - Table 1

County	Hillsborough	Polk	Manatee	Highlands	Hardee	PSA Total
Total Population	1,319,740	634,415	344,566	100,876	27,743	2,427,340
Total Of 60+	240,671	161,214	108,569	40,443	5,109	556,006
% Of Total Population	18%	16%	32%	40%	18%	23%
60+ BPL Population	25,745	14,949	8,314	4,885	946	54,838
% Of BPL 60+ Pop.	11%	9%	8%	12%	19%	10%

Source: Department of Elder Affairs website, 2015 Statistics (as of April 29, 2016)

II-6 PURPOSE

Emergency Preparedness and Response Team (EPRT)

In order to be prepared for any type of disaster, SCC has formed a special team of individuals able to implement the agency Disaster Plan and COOP. This team will be the first to meet and to determine the agency's response to disasters. It is composed of personnel who have a heightened awareness of the agency's mission and impact on its constituents. The team is led by the Emergency Preparedness Coordinator (I&R Manager) and comprised of the following: President and CEO; Chief Operating Officer; Chief Financial Officer, Director of Contracts and Quality Assurance; and the Director, MIS (Attachment 4).

The team is responsible for:

1. Coordinating intra- and inter-agency communications.
2. Decision making about operations and relocation of operations.
3. Ensuring the continuation of the Mission Essential Functions to include the Elder

Helpline and Intake and Screening functions for long term care services (Attachment 5).

4. Assessing structural, physical, personal, and/or emotional damage to the extent of making determinations regarding the appropriate response to a disaster.
5. Assisting with the coordination of relief/disaster funds from outside agencies such as FEMA, the housing authorities, utility companies, etc.
6. All other necessary functions directly relating to safety and disaster preparedness planning.

This team shall be kept up-to-date with contact information by the Emergency Preparedness Coordinator, and must file the data in the Response Team folders. The Response Team folders shall be kept in a secure location due to the confidential employee information each will contain. This location should be one, which is known to the team member only, while being readily accessible before an impending disaster.

Each folder shall include the following information:

1. Contact Information for SCC Staff,
2. Directions to the 1st and 2nd Alternate sites,
3. Staff / Family Disaster Preparedness Plans;,
4. Continuity of Operation Plan,
5. Disaster Plan, and
6. Other information as deemed necessary.

II-7 ROLE OF THE EMERGENCY PREPAREDNESS COORDINATOR (EPC)

1. The Emergency Preparedness Coordinator (EPC) of SCC will be knowledgeable about each of the Lead Service Providers disaster plans, work closely with each agency's ESD and the community at large, to meet the needs of the elderly both prior to and following a natural disaster.
2. The EPC will be thoroughly versed in SCC Disaster Plan and the COOP. The plans will be reviewed and updated annually or as necessary.
3. The plans will include specific staff assignments for both the emergency/ preparation and recovery phases. The plan must be reviewed with staff on a regular basis during the hurricane season.
4. The Staff / Family Disaster Preparedness Plans for all of the staff at SCC and if applicable, the plan for the collocated CARES and DCF staff, must be updated on an annual basis and submitted to the EPC by June 1 of each year, or as applicable.

5. The EPC will maintain an on-going working relationship with local emergency management officials and community service agencies to inform them of our coordination role.
6. The EPC will coordinate the notification process regarding an impending disaster.
7. The EPC will contact the provider agency's Emergency Services Director (ESD) based on an alert received from the DOEA - Disaster Planning and Operation Center and/or the National Weather Service, local advisories. The provider is responsible for implementing their own emergency plan thereafter.
8. Following an emergency, the EPC, along with the EPRT, will assess the magnitude of the disaster to determine its impact on SCC operations, to include the Elder Helpline and Long Term Care Services.
9. The EPRT will assist PSA 6 providers in the coordination efforts to outreach, initiate and maintain services to all those age 60 and older after the emergency. This includes those who are elderly, who are not/have not been a part of the service provider network and those who have not required services previous to the disaster.
10. The EPC has an obligation to prepare the staff and SCC office facilities first; plans will also be formulated with the local service provider network for recovery operations post-disaster. The relief effort must be a team effort between SCC, DOEA and LSP.
11. The EPC and co-EPC's will ensure the continuation of the Mission Essential Functions, to include the Elder Helpline and Long Term Care Services (Attachment 5).
12. The EPC will coordinate disaster preparedness and safety trainings for staff of the SCC.

Training Activities

1. All levels within the aging network will develop annual training activities. The Emergency Preparedness Coordinator and/or alternate will assist in the development of these activities and ensure information is distributed to staff, to include collocated DCF and CARES staff if applicable, on how to develop a personal disaster plan. Attachment 22 contains a list of the trainings provided to SCC staff. Training activities should enhance:
 - a. The capability of individual service provider agencies and the aging network on disaster preparedness and response,
 - b. Continue to strengthen the cooperation between emergency management

- agencies, the aging network and other service and voluntary agencies involved in disaster preparedness and operations, and
- c. Provide technical assistance to service providers in training to help elders register with their county special needs registry.
2. Training will be made available to SCC and ADRC staff in disaster preparedness response and recovery. SCC staff may be expected to participate in the following:
 - a. Act as liaison between the Department and affected Local Service Provider, as indicated,
 - b. Assist LSP to complete necessary paperwork to apply for emergency assistance,
 - c. Provide technical assistance to LSP to reestablish computer capabilities, and
 - d. Provide technical assistance to LSP concerning volunteers and donations.
 3. Training will be provided annually to agency staff on developing a Staff/Family Disaster Plan (Attachment 8a). A Staff Plan has also been developed for the collocated CARES and DCF staff, if applicable (Attachment 8b). The Staff/Family Disaster Plan is currently accessible on the Intranet. Employees should update and provide this information to the Emergency Preparedness Coordinator and/or alternate by June 1st each year or as needed. This information will include:
 - a. A current street address of the employee,
 - b. Physical description of how to get to employee's home from the Area Agency on Aging (in case street signs and other landmarks are damaged or downed due to disaster),
 - c. Current phone number of the employee,
 - d. List of family members (children, spouses, parents, etc.),
 - e. Location of family members during the business day, and
 - f. Address and phone number of primary evacuation location in case of a Tampa event (i.e. home of a relative or friend outside of area).

SECTION III: DISASTERS

III-1 Overview

This section provides a brief overview of common disasters anticipated and conditions expected during a disaster, natural or manmade, such as hurricanes, tornadoes, civil disturbances, contractual disputes, epidemics, pandemics, massive migrations, fires, nuclear power plant accidents, train derailments, terrorism, bio-terrorism and hazardous materials. In the event of a disaster, the local county office of emergency management will determine if evacuation is necessary and how to proceed with the evacuation.

Catastrophic disasters will require massive state and federal assistance, including immediate military involvement; major disasters will exceed local capabilities and require a broad range of state and federal assistance; and minor disasters will be within the response capabilities of local government and result in only a minimal need for state and federal assistance. Catastrophic or major terrorism and/or bio-terrorism attacks will require massive state and federal assistance, including immediate military involvement because of the nature of these attacks.

III-2 Catastrophic Emergency Conditions

The capabilities of state and political subdivisions to provide prompt and effective relief and recovery measures are overwhelmed by a catastrophic event; transportation is damaged and local transportation services are disrupted. There may be damage to commercial telecommunications and communication for government response and recovery will be impaired.

Homes, public buildings, other facilities and equipment are destroyed or severely damaged. Debris makes streets and highways impassable. The movement of emergency relief supplies and resources are impeded. Public utilities are damaged. Many state, regional, and local emergency personnel are victims of the disaster, prohibiting them from performing emergency duties. Fires in urban and rural areas should be anticipated.

After a disaster, numerous victims may be left homeless, injured and require social service assistance. Many victims will be in life-threatening situations requiring immediate rescue and medical care. There will be a shortage of supplies necessary for emergency survival. Hospitals, nursing homes, pharmacies and other health/medical facilities will be severely damaged or destroyed. Medical and health care facilities in operation will be overwhelmed with victims requiring medical attention and medical supplies and equipment will be in short supply.

Damage to facilities which generate, produce, use, store or dispose of hazardous materials could result in the release of such materials into the environment. Food processing and distribution capabilities will be severely damaged or destroyed. There will be prolonged disruption of energy sources and electric power failure.

III-3 Types of Disasters

Hurricanes

The hurricane season begins June 1 and continues through November 30, with the most hurricanes occurring in August, September and early October according to County

Emergency Management. The National Weather Service issues information in the following sequence:

1. GALE WARNING: Wind speeds of 38-54 miles per hour.
2. STORM WARNING: Part of a tropical cyclone advisory; wind speeds of 55-74 miles per hour.
3. TROPICAL STORM: Area of low barometric pressure that tends to move in a circular pattern. Wind speeds between 37-73 miles per hour.
 - a. Tropical Storm Watch: the alert given when a tropical storm poses a threat to a certain coastal area within the next 36 hours.
 - b. Tropical Storm Warning: the alert given when a tropical storm is expected to strike a certain coastal area within the next 24 hours with sustained winds of 39-73 miles per hour.
4. HURRICANE: An intense tropical weather system with a well-defined circulation and a sustained wind speed of 74 mph or higher.
 - a. Advisories are numbered consecutively for each storm and issued at six-hour intervals (midnight, 6:00 am, noon, 6:00 pm Eastern Daylight Time). As a storm approaches, shore advisories are issued at more frequent intervals.
 - b. Advisory gives name, eye position, intensity, and forecasts of movement;
 - c. Positions are given in latitude and longitude; and
 - d. National Weather Service issues local statements, which describe the anticipated effect on an area.
5. HURRICANE WATCH: Possible hurricane making landfall in 24-36 hours.
6. HURRICANE WARNING: Hurricane is expected within 24 hours or less.

The National Hurricane Center in Miami, Florida, monitors hurricanes and broadcasts the information for tracking storms to the news media. The Saffir/Simpson scale categorizes hurricanes based on their wind speed and barometric pressure. Storms are ranked 1 through 5 with a Category 1 being the weakest and a Category 5 being the strongest. The following table lists the ranges in sustained wind speed and barometric pressure for each category of storm.

CATEGORY	WIND SPEEDS	PRESSURE IN MILLIBARS	PRESSURE IN INCHES
1	74 – 95	> 979	> 28. 94
2	96 – 110	965 – 979	28. 91 – 28. 50
3	111 – 130	945 – 964	28. 47 – 27. 91
4	131 – 155	920 – 944	27. 88 – 27. 17
5	> 155	< 920	< 27. 17

Inland and Coastal Flooding

1. People who reside inland believe they will not be affected by an approaching hurricane. Hurricanes are unpredictable in their movements and may impact areas that are not projected to be impacted. As a hurricane moves inland, flooding from a hurricane or tropical storm can be extensive. Seasonal weather patterns can result in heavy rainfall and flooding for low-lying areas.
2. Coastal areas are subject to flooding when storms or heavy rain showers occur at high tide. This "Storm Surge" is a rise in the tide level caused by the storm as it moves over or near the coastline.
3. SCC is now located in an Evacuation Zone Level E, which could cause a disruption to normal business. If an Evacuation to Zone Level E is deemed by the EOC, the EPRT will then decide if the COOP will be activated.

Terrorism and/or Bio-Terrorism Attacks

Terrorism or bio-terrorism attacks may occur without warning and can impact elders and services delivered to them. The Florida Department of Law Enforcement will be the lead agency in the case of a terrorism or bio-terrorism attack.

Pandemic and Epidemic Diseases (PED)

According to the Centers for Disease Control and Prevention, a Pandemic refers to an epidemic that has spread over several countries or continents, usually affecting a large number of people. Epidemic refers to an increase, often sudden, in the number of cases of disease. Most commonly it is the virulent human flu that causes a global outbreak, or pandemic, of serious illness. Because there is little natural immunity, the disease can spread easily from person to person. Currently, there is no pandemic flu; however, SCC's Disaster Preparedness Plan also addresses such an outbreak due to the possibility of it impacting the elders in PSA 6 as well as the staff of SCC (Attachment 18).

Other Disasters

There are other disasters that may occur which are not weather related. Incidents such as train derailments, plane or major interstate car crashes, civil disturbances, contractual disputes, epidemics, massive migrations, fires, nuclear power plant accidents, Tsunamis and hazardous materials can impact elders and services delivered to them. These disasters can require the immediate closure of SCC offices without prior notice. See Attachment 2a for further information on the protocols if the office would need to be immediately evacuated.

SECTION IV: COMMUNICATIONS

IV-1 Notification to Lead Agencies and Providers

Upon receipt of alerts or other communication with Emergency Operation Centers (EOC) or DOEA, the information transmitted to the PSA about a disaster or emergency should be sent by the fastest and most reliable means, phone, fax, or email.

Information will be coming to the Department from the State Emergency Operations Center for distribution to Planning and Service Areas, especially those in impacted areas. SCC will disseminate this information as directed by the DOEA.

When phone service is no longer available, the EPRT team has established parameters for setting a time to report at the alternate site. This approach will be used with consideration of the Division of Emergency Management's levels of activation. At that time, the EPRT will discuss activating the satellite phones for use by the members.

IV-2 Handling Telephone Inquiries

Staff will be provided with information by the EPRT on how incoming calls should be handled to include message content, and any other instructions relating to procedure, evacuations and assistance and any applicable procedures in place during the recovery phase of the disaster event. Automated messages will be used after the office has been officially closed. The EPC may update this information during Condition 2.

SCC is responsible for ensuring the continuation of the Elder Helpline for PSA 6. The ADRC is a component of SCC, and will also ensure the continuation of Long Term Care Services. Information that would be needed during a disaster has been compiled and will be updated by the Database Resource Manager annually, immediately prior to an anticipated disaster, and throughout the response, relief and recovery periods (Attachment 20).

The EPRT will initiate and continue to communicate pertinent information and details regarding the re-opening of the office, staff reporting procedures, coordination with the AAA from PSA 5 (Attachment 3c), and all other disaster plans data as information becomes available. The team will establish on an event-by-event basis practical methods of alternative communication should conventional means be unavailable. Any changes in standard office operations such as: reduced work hours, extended days off, payroll, activation of the COOP, and matters affecting physical or mental distress will be discussed by the team and addressed on a situation-by-situation basis.

IV-3 Staff Telephone Contact Protocol

This protocol begins in the preparation phase, condition 1, when the 72 hours falls on a weekend, holiday or during the evening.

The EPC and/or alternate will initiate call placement by calling/alerting the Emergency Preparedness Response Team. Instructions will be conveyed regarding the procedures for preparation of the office. Each ERPT member will call the people listed in the box below his/her name, or as assigned (Attachment 1).

Note: During the months of June 1 – November 30, when any member of the EPRT has made vacation plans, he/she must designate/ask another staff member to carry out his/her emergency functions when necessary. It is the responsibility of the EPRT team member to notify the EPC and alternate of the appointed designee.

This procedure will be practiced throughout the year, in the event of any emergency or disaster.

SECTION V: DISASTER PREPARATION, AND RECOVERY PHASE

V-1 PREPARATION PHASE

Office Closure Procedures

1. See Attachment 2a for information on office closure procedures without notification.
2. See Attachment 2b for information on office closure procedures with notification.

Aging Network Notification Procedures

1. When a National Weather Service advisory, DOEA, or EOC alert is received, the EPC(s) will immediately notify each Providers Emergency Services Director (ESD) or alternate contact person and continue to gain as much related information as possible (including contact with the local Emergency Operations Center) in order to proceed with emergency preparation decisions.
2. Dependent upon the alert or weather advisories received and by the time the National Weather Service has posted a Hurricane Watch for Hillsborough County, and no later than 24 - 36 hours prior to landfall, the EPRT will have taken all the steps necessary to implement the Agency's disaster preparedness plan, outlined herein. This plan may mean relocation of supplies and certain computer equipment to an alternate, "site" if possible or ensuring that each member of the relocation team has the items for their "drive away" kits. Additionally, the coverage of the Elder Helpline, Long Term Care Services and possible need for extended coverage will be discussed. If possible, preparation time will be sufficient for staff to carry out their office functions and then travel safely to the emergency destination as stated in their disaster plan.

3. The EPC will update all alerts or weather advisories for staff and ensure that recovery plans (and associated responsibilities for SCC staff) are in place.
4. Note: Anytime after 5:00 p.m., on a Friday and before 8:00 a.m., on a Monday morning as well as during any holiday/non working day, the EPCs will, according to the Operational Conditions listed below, initiate telephone contact to commence preparation of the office space.
5. The first section of this plan addresses preparation for SCC's office space, computer hardware, and all other agency files and vital documents. The Emergency Preparedness Coordinator (EPC), along with the President and CEO and/or designee, will determine at which time the procedures will be instituted, dependent upon the specific weather advisories, while maintaining contact with the local service provider network. *Note: SCC is located in Evacuation Zone Level E.*

Conditions During Preparation and Recovery Phases

Conditions 1-3

Presume the disaster event is established during normal work hours and there is at least 72 hours before landfall.

Condition 4, 5

The storm is imminent and may occur after work or non-work hours.

Condition 6

All clear and Recovery Phase.

CONDITION 1: APPROXIMATELY 72 HOURS BEFORE LANDFALL

The EPC reviews the Agency's Disaster Plan and ensures that EPRT has updated information in their emergency folder. Throughout the time covered by the advisories, the EPC will continually monitor hurricane proximity to landfall to execute the full emergency preparation plan in a timely manner. *Note: SCC is located in Evacuation Zone Level E.*

The EPC will meet with the President and CEO; Chief Operating Officer; Chief Financial Officer; Director of Contracts and Quality Assurance; Volunteer Manager and SHINE Liaison; and the Director of MIS (Emergency Preparedness Response Team, Attachment 12).

Should weather advisories indicate that a hurricane is predicted to strike in the Tampa Bay area, the emergency preparation procedures will be implemented during this operational condition and an alternative meeting place shall be designated should

conventional lines of communication be rendered unavailable.

The EPRT will determine the location of the alternate site and the time for essential personnel to meet if communication is down and not merely interrupted. The purpose of the alternate site and meeting is to enable the team to meet in a safe location, to contact one another when no other communication is available and to make decisions about the feasibility of resuming work or implementing the COOP, if deemed necessary.

Computer Hardware Removal and Agency Preparation

1. The Director of MIS will commence taking the following steps with the full cooperation of staff. All staff should follow instructions for the preparation of computer equipment FIRST, before commencing the packing of boxes and other assignments.
 - a. All staff (and collocated CARES and DCF staff, if applicable) will be advised that they have four hours to complete any computer work and save this work before the servers are shut down, if feasible.
 - b. After four hours, or at the time established by the Director of MIS with the EPC, they will notify each staff member and collocated staff to sign off and shut off his/her computer.
 - c. The Director of MIS will backup all critical programs and data files to removable media and will store this media offsite.
 - d. Shut down all of the computer equipment. Only the Director of MIS or a person designated by the Director of MIS shall disconnect the network cables on each computer station before other power disconnections. Do not remove other cables from outlets, only from the actual equipment.
 - e. Wrap the equipment in plastic garbage bags so that they cannot get wet in case of floods, etc.
 - f. If necessary, computer equipment will be placed on tables in conference room or other locales. The equipment should be moved away from windows, as the situation demands. If the equipment cannot be moved, then the equipment needs to be properly wrapped in plastic.
 - g. The Director of MIS will commence shutdown of the system servers.
 - h. Unplug all office and kitchen electrical equipment.
 - i. Clear all desktops and table surfaces, boxing, filing or placing items in drawers.
 - j. Take any/all personal belongings home.
2. Staff must notify the EPC of any changes to his/her own Staff/Family disaster plans during this period. As applicable, the collocated staff will also be asked to update their Staff Plan at this time.
3. During the process of securing the office, the EPC with the President and CEO and other members of the EPRT will begin scheduling staff departures, based on family situations, distance from the office and their personal disaster plans as

submitted.

CONDITION 2: APPROXIMATELY 48 HOURS BEFORE LANDFALL

1. The EPC will continue to review hurricane landfall proximity to Hillsborough County. Should landfall predictions change, dependent upon estimated landfall, the EPC will maintain contact with other area EPC(s) and/or the providers ESD(s) to be aware of any last minute changes to their plans, etc.
2. The EPRT will ensure all steps in Condition 1 have been completed.

CONDITION 3: APPROXIMATELY 36 HOURS BEFORE LANDFALL

1. The voicemail message for SCC will be updated. The EPC will provide assistance/instructions.
2. Final calls to local service provider contacts made by EPC, to reconfirm final plan for post disaster arrangements.
3. Final update on staff plans; ensure that Condition 5 - Recovery plans are clear; plans reviewed with staff and alternate meeting plans/location are in place, should telephone contact not be possible.
4. The EPC will ensure all disaster supplies are on hand and in working order (Attachment 16).
5. Discussion of the need for extended hours of the Elder Helpline and Long Term Care Services will then be explored.

CONDITION 4: STORM IS IMMINENT DURING NON-WORKING HOURS OR A CATEGORY 2 STORM HAS OCCURRED IN PSA 6

During non-work hours, the EPC and the Emergency Preparedness Response Team initiate telephone contact (Attachment 12). To insure SCC is prepared for such an event, the following procedures will be implemented because hurricanes, tornadoes, and other natural disasters may occur without ample warning during the weekend or in the predawn hours before a scheduled workday.

1. As soon as an official alert has been issued or (disaster declared by mayor, governor, or president), the EPRT will initiate phone contact with staff members (when possible) and LSP.
2. The EPRT will review staff disaster plans and any changes noted.

3. A reasonable effort should be made to secure the office if time and personal safety permit. Only essential personnel (designated by the President and CEO) will be asked to report to the office and the steps 1 - 10 outlined in Condition 1 should be followed.
4. The EPRT will initiate the all-clear procedures as in condition 6.
5. The EPRT will announce the all clear and the time or procedure for returning to work will be implemented.

The EPC will maintain contact with the EPRT. When a determination is made regarding weather conditions, damage assessments and recovery data become available, the EPRT can determine office accessibility; assess damage in surrounding area(s) in our PSA. This assessment should include discussion about roads, utilities, flooding (plumbing, electricity, communication, etc.) to determine when essential personnel or full staff can safely begin reporting to work. The assessment should also include information on our suppliers (printers, vending machine, courier, postal services, etc).

CONDITION 5: STORM IS IMMINENT

1. Consistent and periodic phone contact will be continued until such contact is no longer feasible.
2. The EPC will continually review weather updates, contact the ECO at DOEA, the LSP as necessary to disseminate data until all clear conditions can be announced.

V-2 RECOVERY PHASE

CONDITION 6: ALL CLEAR - RECOVERY STEPS

1. Immediately following disaster, the EPC will be in contact with local Emergency Management to learn about the extent of damage - if damage assessment of any type has been carried out; what is status of roads/highways; any notification of flooding; etc.
2. The EPRT will assess any damage to SCC facility.
3. Depending on the extent of any damage to the facility, a decision will be made by the EPRT to institute the COOP.
4. The EPRT will meet with available SCC staff to commence/institute recovery plan efforts.

5. The EPC will contact the ESD at each of the providers to discuss any damage and needs of the provider. Additionally, recovery efforts will then be discussed.

Continuity of Operations Plan and Disaster Preparedness Plan	
Attachments Log	
Attachment #	Attachment Title
1	Communications Tree
2 a	Local Service Provider Call Down Report
2 b	Office Closure Procedures with Notification
2 c	Office Evacuation and Closure Procedures without Notification
3 a	In-Town Relocation Facility
3 b	Out of Town Relocation Facility
3 c	PSA 5 Agreement
4	Relocation Group
5	Mission Essential Functions
6	Delegations of Authority and Order of Succession
7	Log of Daily Activities
8 a	Staff/Family Disaster Preparedness Plan
8 b	Staff Disaster Preparedness Plan (Collocated Staff Member)
9	Personnel Roster
10	Employee Comment and Observation Form
11	Emergency Contacts; Local Service Providers, Department of Elder Affairs and Area Agency on Aging
12	Emergency Preparedness and Relocation Group Contact Info
13	Emergency Operations Centers
14	Disaster Preliminary Report Form
15	Emergency Memorandums
16	Supplies
17	Organizational Chart
18	Pandemic Flu Protocols
19	Phone System Outage Flowchart
20	Disaster Resources, Formal and Informal
21	Glossary
22	Staff Training Activities Log

Attachment 1 Communications Tree

Emergency Preparedness Coordinator & Alternate-I&R Manager I&R Specialist* ⇒	Chief Operating Officer* ⇒	President and CEO * ⇒	Volunteer Manager/SHINE Liaison ⇒
<ul style="list-style-type: none"> ➤ Provider ESD-all counties ➤ EOC-all counties ➤ Database Resource Manager ➤ Administrative Assistant (2) ➤ I & R Specialist (7) ➤ I&R Coordinator (1) ➤ LTC Services Manager ➤ LTC Coordinators (3) ➤ LTC Specialist (14) ➤ Intern (as indicated) ➤ DOEA Disaster Prep. Operations Office ➤ Alternate Facility as indicated ➤ Senior Program Planner and QA Data Manager ➤ Contract Manager 	<ul style="list-style-type: none"> ➤ Vice President of Marketing & Communications ➤ Administrative Assistant (2) ➤ CARES staff that are collocated at the AAA (if appl.) ➤ Polk County CARES office ➤ DCF staff that are collocated at the AAA (if appl.) ➤ Director of Healthcare Initiatives ➤ H&W Administrative Assistant ➤ Outreach Manager Community Liaison 	<ul style="list-style-type: none"> ➤ Executive Board Comm. ➤ DOEA ➤ Advisory Council Pres. 	<ul style="list-style-type: none"> ➤ Local SHINE Coordinator ➤ Area SHINE Coordinator ➤ SHINE volunteers that may be out posted as deemed necessary.
Chief Financial Officer * ⇒	Director of MIS * ⇒	Emergency Preparedness Co-coordinator-Director of ADRC Access* ⇒	
<ul style="list-style-type: none"> ➤ HR Manager ➤ Accountant (2) ➤ Assistant Controller ➤ Director of Contracts and Quality Assurance ➤ Senior Contract Manager ➤ Receptionist ➤ Consultant-as indicated 	<ul style="list-style-type: none"> ➤ Systems Manager ➤ Support Specialist ➤ DOEA Systems Contact 		

Please note: In case of an emergency, the ERPT Members will contact the staff/volunteers on their list after contacting the next ERPT Member:

If at any time a member of the Emergency Preparedness and Response Team is not available, the President and CEO will either contact or designate who will contact the staff or volunteers under each unit.

Local Service Provider Network Call Down

Senior Connection Center Staff:

Provider:

Provider Emergency Services Director Contact/Title:

Contact Number:

SCC Report:

1. Level of Activation (1, 2, or 3)
2. Current Status of SCC Organization: (i.e. pending closures, services to stop or continue)

Provider Report:

1. Status of client notification:
 - a. Call Down status:
 - b. Noted client concerns:
 - c. If call down not yet started, when is it planned to begin?
2. Service disruption expected?
 - a. If yes, what service is anticipated to be disrupted and for how long?
3. Have shelf stable meals been distributed?
 - a. If yes, when?
 - b. If no, are there plans to distribute and when?
4. Are you in communication with the EOC?
5. Have shelters been opened in your area?
 - a. If so, do you anticipate any transportation issues for special needs older adults in getting to shelters?

Local Service Provider Network Call Down

6. Does your agency have any unmet needs in your preparation efforts?
7. Does Agency Require SCC Staff Assistance? Yes/No
 - a. If yes, what type of assistance:

Attachment 2a

Office Closure Procedures with Notification

All Staff should ensure all window blinds and doors will be closed. All paper work, files, and books not in filing cabinets should be placed in filing cabinets, as time permits. All personal belongings should be taken home.

Brief Summary of Staff Assignments for Disaster Preparedness

- | | |
|-------------------------------------|---|
| <u>I&R Manager</u> | Assisting with the I & R database backups and distributing the current Quick Access "Community Resource Guide" to key personnel that may handle Elder Helpline or Long Term Screening calls.

Along with the EPRT oversight of disaster preparedness is carried out. Maintain supplies to have on-hand for pre-emergency and recovery, including first aid supplies. These supplies shall be inspected periodically and repurchased as needed. |
| <u>Chief Operating Officer</u> | Work with the I&R Manager in the pre-disaster phase, serving as backup. Assisting with the I & R database backups and distributing the current Quick Access "Community Resource Guide" to key personnel that may handle Elder Helpline or Long Term Care Screening calls. The Emergency Preparedness and Response Team will determine whether operations should be moved to the alternate site for AAA operations. |
| <u>President/CEO</u> | With approval of the appropriate board committee, will obtain needed emergency and recovery purchases and determining when and if use of the alternate site for AAA operations is necessary. |
| <u>Chief Financial Officer</u> | Plan for all disk and hard copy back up of fiscal operations. Responsible for prioritizing which records, ledgers, etc., must be packed and/or removed from the premises. Ensure that Area Agency property insurance is adequate. Work with Fiscal Unit to ensure all vital documents, including personnel files are placed in safe storage; i.e. leases, contracts, etc. In the absence of the President/CEO, assure responsibility for agency operations. Coordinate shelf-stable meals information with provider agencies. |
| <u>Veteran Services Coordinator</u> | Ensure all vital documents are placed in safe storage. |

Director of MIS Set up procedures for shutdown of system server to include instructions (conveyed to EPC) for staff at each computer station.

Director of Contracts and Quality Assurance Coordinate the procedures to complete the extraction of data – all critical documents and records in the Fiscal Dept.

All other agency staff will provide support to the Emergency Preparedness and Response Team, as deemed necessary.

Attachment 2b

Office Evacuation and Closure Procedures without notification

Unfortunately, people are not given notice that a disaster is about to happen. There may be situations that would require the immediate evacuation of the AAA to include, fires, medical emergencies, bomb threats, radiological threats, workplace violence, etc. The following procedures will be followed if the disaster requires such an evacuation.

1. Upon notification that there is an emergency in the building that would require an evacuation, a member of the EPRT or the President/CEO or designee will alert announce to the office to notify the staff and visitors present in the building that there is an emergency and to leave immediately.
2. There are currently five emergency exits located in the office that are marked with EXIT signs.
3. Visitors will be asked to evacuate with the staff and given direction on where they need to go by the EPRT or other staff members.
4. Accommodations and assistance will be given by the EPRT to anyone having a special need that would make it difficult to leave the building quickly.
5. The EPRT will ensure the evacuation of all staff members and any visitors in the building.
6. In the case of a fire, staff will not attempt to put out the fire using a fire extinguisher unless the fire appears to be minimal and the staff member has been thoroughly trained on how to use a fire extinguisher.
7. Contact with the appropriate Emergency Services or 911 will be initiated by the President/CEO or designee.
8. The area that has been designated as the area to reconvene is the pond adjacent to the parking lot.
9. After the building has been evacuated, the EPRT will discuss with the managers and directors of each department that are present to ensure that all staff, out posted DCF and CARES staff and visitors are identified and accounted for.
10. All staff members will remain outside until an "all clear" has been given by the emergency responders.
11. If it appears that the damage may keep the office from being reopened that day, the CEO/President or designee will determine if secondary staff may be sent

home.

12. The EPRT will then discuss the extent of the damage to the office and necessary equipment. A decision will then be made on whether the Disaster Plan or COOP will be activated.
13. These procedures will be "tested" at least annually.

ALTERNATE LOCATION SITE

MEMORANDUM OF AGREEMENT

In the event of a disaster that renders the Tampa office of Senior Connection Center, Inc. (SCC) unusable, the CARES PSA-6A office located at 701 West Fletcher Avenue, Suite D, Tampa, Florida 33612, agrees to host primary SCC staff.

Likewise, in the event of a disaster that renders the CARES PSA-6A Tampa office unusable, SCC agrees to host primary CARES staff at their office located at 8928 Brittany Way, Tampa, Florida 33619.



Department of Elder Affairs
Statewide Community-Based Services
4040 Esplanade Way, Suite 335
Tallahassee, FL 32399-7000

3/16/16
DATE



Charlotte McHenry, President and CEO
Senior Connection Center, Inc.
8928 Brittany Way
Tampa, Florida 33619

3/16/16
DATE

ALTERNATE LOCATION SITE

MEMORANDUM OF AGREEMENT

In the event of a disaster that renders the Tampa office of Senior Connection Center, Inc. (SCC) unusable, the CARES PSA-6B office located at 300 N. Kentucky Avenue, Suite 302, Lakeland, Florida 33801, agrees to host primary SCC staff.

Likewise, in the event of a disaster that renders the CARES PSA-6B Lakeland office unusable, SCC agrees to host primary CARES staff at their office located at 8928 Brittany Way, Tampa, Florida 33619.

[Redacted]
[Redacted]
Deborah Robinson, CARES Bureau Chief
Department of Elder Affairs
Statewide Community-Based Services
4040 Esplanade Way, Suite 335
Tallahassee, FL 32399-7000

3/16/14
DATE

[Redacted]
[Redacted]
Charlotte McHenry, President and CEO
Senior Connection Center, Inc.
8928 Brittany Way
Tampa, Florida 33619

3/16/16
DATE

ALTERNATE LOCATION SITE

MEMORANDUM OF AGREEMENT

In the event of a disaster that renders the office of Elder Options unusable, Senior Connection Center agrees to host primary Elder Options staff at their office in Tampa.

Likewise, in the event of a disaster that renders the Tampa office of Senior Connection Center (SCC) unusable, Elder Options agrees to host primary Senior Connection Center staff at their office located at their office in Gainesville.

[Redacted]
Kristen Longmore-Griffis, Executive Director
Elder Options
100 SW 75th Street, Suite 301
Gainesville, FL 32607

4/7/17
DATE

[Redacted]
Charlotte McHenry, President and CEO
Senior Connection Center, Inc.
8928 Brittany Way
Tampa, Florida 33619

4/7/17
DATE



9549 Koger Blvd, Suite 100, St. Petersburg, FL 33702 • 727-570-9696 • www.aaapp.org

April 17, 2017

Charlotte McHenry, President/CEO
Senior Connection Center, Inc.
8928 Brittany Way
Tampa, FL 33619-4306

Dear Charlotte:

This letter's intent is to renew and update our coordination agreement with regard to disaster preparedness and Continuity of Operations. As you know, our office building is in an evacuation level 2, making it potentially unusable following a category 2 or greater hurricane. Although we have alternate office sites in Pinellas County, this plan would not be feasible for some of our staff who reside in Hillsborough County.

Therefore I would like to request that your office be the alternate office for 4-5 of our staff. If our office is rendered "out of commission" following a hurricane, they would report to your office and operate from that location. Their duties would be to support the PSA 5 AAA in disaster recovery activities to the extent feasible, liaison with DOEA if Pinellas staff are not able to do so and other duties deemed practical given whatever the outcome of the disaster event on our PSA.

If you are in agreement with this request, I'd appreciate your signing and dating two copies of this letter, keeping one for your files and returning one copy to me as soon as possible. Thanks for your consideration of this disaster-related assistance.

Sincerely,

[Redacted]
Helen King, Interim Executive Director
Area Agency on Aging of Pasco-Pinellas, Inc.
PSA 5

Date: 4/17/17

[Redacted]
Charlotte McHenry, President/CEO
Senior Connection Center, Inc.
PSA 6

Date: 4/25/17

Attachment 4

Relocation Group

The following staff members have been identified as members of the relocation group. Staff deemed secondary will be activated as deemed necessary by the Emergency Preparedness Coordinator and/or alternate and the President and CEO to assist in an emergency.

President and CEO

Chief Operating Officer (Emergency Preparedness Co-coordinator)

Chief Financial Officer

Director of MIS

I & R Manager (Emergency Preparedness Lead)

Other staff (as deemed necessary)

Attachment 5

Priority Order	Organizational Unit	Mission Essential Function	Work Effort Status	Manpower Hours	Equipment, Systems and Vital Records/Databases
1	Fiscal Unit	Financial Support of Local Service Providers	= or ↑	4	PC, Telephone, Internet access, Contact numbers (Local Service Providers, FEMA, DoEA), Printer, Copier, Email access, checks (Manual operations may be necessary until systems are reinitialized)
2	Information and Referral (Elder Helpline)	Ensure the Elder Helpline is staffed to provide information to Elders and caregivers in the area	= or ↑	4	Telephone, PC or laptop, Hard Copy of the Database*, Blank I & R forms, Sampling of brochures, Crisis Center's Quick guide, Internet access, Contact numbers (counties, Emergency Management, DEM, EOG, other State agencies, FEMA, other Federal agencies), Printer (Manual operations may be necessary until systems are reinitialized)
3	Long Term Care Services	Ensure that caller's that are needing services are placed on the appropriate wait list for services	= or ↑	4	Telephone, PC or laptop, Hard Copy of the Database*, Blank 701S CIRTS forms, Sampling of brochures, Crisis Center's Quick guide, Internet access, Contact numbers (counties, Emergency Management, DEM, EOG, other State agencies, FEMA, other Federal agencies), Printer (Manual operations may be necessary until systems are reinitialized)
4	Systems Administration	Continuation or reinitializing of computer systems to include CIRTS, MIP Non-Profit Series Accounting System and I & R Database	↑	4	PC, Internet access, Data contents, Servers, Workstations, Software installation backup, flashlights and batteries
5	Fiscal Unit	HCE Checks	=	4	PC, Telephone, Internet access, Contact numbers, Printer, Copier, Email access, checks (Manual operations may be necessary until systems are reinitialized)
6	Fiscal Unit	Payroll	=	4	PC, Telephone, Internet access, Contact numbers, Printer, Copier, Email access, checks (Manual operations may be necessary until systems are reinitialized)
7	Program Unit and EPRT	Support of Local Service Providers as needed	↑	4	PC or laptop, Internet access, telephone, contact information (Manual operations may be necessary until systems are reinitialized)

* A "hard copy" and a USB drive of the resources from the Information and Referral database will be retained by the Database Resource Manager and the I&R Manager. This information will be updated annually.

Attachment 6

Delegations of Authority and Order of Succession

Should at any time during a disaster, if the President/CEO is not available or is unable to make decisions, she hereby delegates the following staff members, in the following order, to have full and complete authority to execute, on behalf of the Senior Connection Center and its governing board, the decisions pertaining to the Senior Connection Center operations and business.

In addition, the Order of Succession will follow the same order.

Chief Operating Officer

Chief Financial Officer

Director of Contracts and Quality Assurance

Attachment 7

Log of Daily Activities

Attachment 8a

Senior Connection Center, Inc.

STAFF / FAMILY DISASTER PREPAREDNESS PLAN

DATE: _____

NAME: _____ POSITION: _____

SUPERVISOR: _____ HOME PHONE: _____
ALTERNATE
PHONE: _____

STREET ADDRESS:

Please list people who live with you and their location during the business day.

Indicate your family-plan for a disaster warning:

- | | | |
|--|--------------------------------|--------------------------------------|
| <input type="checkbox"/> Stay at Home | <input type="checkbox"/> Local | <input type="checkbox"/> Out of Town |
| <input type="checkbox"/> Go to a shelter | <input type="checkbox"/> Local | <input type="checkbox"/> Out of Town |
| <input type="checkbox"/> Go to another family member's home: | <input type="checkbox"/> Local | <input type="checkbox"/> Out of Town |
| <input type="checkbox"/> Go to a friend's home: | <input type="checkbox"/> Local | <input type="checkbox"/> Out of Town |
| <input type="checkbox"/> Go to a hotel: | <input type="checkbox"/> Local | <input type="checkbox"/> Out of Town |
| <input type="checkbox"/> Other: _____ | | |

Is your residence located in an evacuation zone?

- Yes No

If yes, which zone? _____

If you plan to relocate, please provide a name, address, and phone number where you can be contacted:

Whether you plan to stay in your home or relocate, please provide the following information for a contact that will know where you are located and your condition:

Contact Name: _____ Relationship: _____

City/State: _____ Phone: _____

Have you reviewed a checklist of the information and items you will need if you stay in your home or relocate during a disaster?

- Yes No

Have you communicated your personal/family disaster plan to the contact indicated above?

- Yes No

Are you responsible for other family members or friends during an emergency that might preclude your ability to assist the Area Agency before, during or after that emergency?

Yes No

Will you be available during a warning or evacuation to assist the area agency in meeting its disaster preparedness responsibilities?

Yes No

Following a disaster, if roads are passable and your residence has sustained no serious damage, will you be available to assist the Area Agency in meeting its response and recovery responsibilities?

Yes No

Please indicate what factors might hinder your immediate return to work (i.e., school closings, no day care, transportation, etc.):

None

Attachment 8b

Senior Connection Center, Inc.

STAFF DISASTER PREPAREDNESS PLAN

DATE: _____

NAME: _____ POSITION: _____

SUPERVISOR: _____ HOME PHONE: _____
ALTERNATE
PHONE: _____

STREET ADDRESS: _____

Indicate your family-plan for a disaster warning:

Stay at Home

Go to a shelter

Go to another family member's home:

Go to a friend's home:

Go to a hotel:

Other: _____

Local

Local

Local

Out of Town

Out of Town

Out of Town

Is your residence located in an evacuation zone?

Yes

No

If yes, which zone? _____

If you plan to relocate, please provide a name, address, and phone number where you can be contacted:

Collocated Staff Member

Whether you plan to stay in your home or relocate, please provide the following information for a contact that will know where you are located and your condition:

Contact Name: _____ Relationship: _____

City/State: _____ Phone: _____

Have you reviewed a checklist of the information and items you will need if you stay in your home or relocate during a disaster?

Yes

No

Have you communicated your personal/family disaster plan to the contact indicated above?

Yes

No

Attachment 9

Personnel Roster

Attachment 10

Employee Comment and Observation Form

1. Do you feel that you were given enough warning that Senior Connection Center was going to need to relocate?

2. Do you feel that you were given enough information to relocate safely?

3. Were you given enough information to stay apprised of the operations of Senior Connection Center by the Emergency Preparedness and Response Team?

4. Were the needed supplies included in the drive-away kits? Does anything need to be added to the kit?

5. Did the alternate facility(ies) supply enough room and resources to ensure the continuation of Senior Connection Center's Mission Essential Functions?

6. Do you have any comments or suggestions for the next relocation?

Attachment 11**Confidential Page 1 8/18/2017**

Agency	Address	Contact	Day Phone	Home Phone	Cell Phone	Beeper	Fax	Satellite
Hillsborough County Department of Aging Services	601 E. Kennedy Blvd. 16 th Floor Tampa, FL 33602	Tracy Gogichaishvili Director	(813) 272-6315				(813) 272-6862	
Hillsborough County Department of Aging Services		Mary Jo McKay, Manager	(813) 272-6263				(813) 272-6862	
Hillsborough County Department of Aging Services		Karla Munoz, Manager	(813) 274-6962				(813) 272-6862	
Hillsborough County Department of Aging Services		Yolanda Gadson, Coordinator	(813) 274-6963				(813) 272-6862	
Hillsborough County Department of Aging Services		Patti Douglas, Accountant III	(813) 272-5117				813) 272-6862	
Hillsborough County Department of Aging Services		Patricia Otero, Coordinator, business Analysis & Customer Service	(813) 307-3406				(813) 272-6862	

Hillsborough County Department of Aging Services		Bryan Eckhart, Quality Manager, Quality Management and business Information (Start Date 4/24/17)	(813) 272-5935				(813) 272-6862	
4102 West Spruce Street, Tampa, FL		Anika Coney, Manager, Adult Day Services	(813) 276-8358				(813) 272-6862	

Agency	Address	Contact	Day Phone	Home Phone	Cell Phone	Beeper	Fax	Satellite
Manatee County Community Services	1112 Manatee Ave. West 5th Floor Bradenton, FL 34205	Cheri Coryea, Director of Community Services Department	(941) 749-3029				(941) 749-3027	
Manatee County Community Services	1112 Manatee Ave. West 3rd Floor Bradenton, FL 34205	Tracie Adams, Human Services Manager	(941) 749-3030				(941) 742-5828	

Agency	Address	Contact	Day Phone	Home Phone	Cell Phone	Beeper	Fax	Satellite
Meals on Wheels Plus	811 23 rd Ave. E. Bradenton, FL 34208	Maribeth Phillips, CEO	941-749-0100				941-749-0110	
Meals on Wheels Plus	811 23 rd Ave. E.	Roxy Carson, Vice President	941-747-4655					

	Bradenton, FL 34208	of Client Services						
Meals on Wheels Plus	811 23 rd Ave. E. Bradenton, FL 34208	Haskell Gates, Chief Financial Officer	941-749-0100				941-746-7040	
<hr/>								
Agency	Address	Contact	Day Phone	Home Phone	Cell Phone	Beeper	Fax	Satellite
Polk County Elderly Services	1290 Golfview Avenue Suite 202, Bartow, FL 33830	Hope Jones, Manager	(863) 534-5548				(863) 534-0314	Polk County Elderly Services
Polk County Elderly Services		Alice Brown, Nutrition Program Supervisor	(863) 534-5326				(863) 534-0314	
<hr/>								
Agency	Address	Contact	Day Phone	Home Phone	Cell Phone	Beeper	Fax	Satellite
Seniors First, Inc.	1290 Golfview Bartow, Fl	Latonya Bynes	(863) 519-1020				(863) 534-5352	
Seniors First, Inc.	1290 Golfview Bartow, Fl	Pamela DeSanto	(863) 519-1021				(863) 534-5352	
Seniors First, Inc.	5395 L.B. McLeod Road., Orlando, Fl	Maura Hassey	(407) 615-8969				(407) 292-2773	

Agency	Address	Contact	Day Phone	Home Phone	Cell Phone	Beeper	Fax	Satellite
NU-HOPE Eldercare Services, Inc.	6414 U. S. Hwy 27 South Sebring, FL 33876	Ingra Gardner, Executive Director	(863) 382-2134				(863) 382-4546	
NU-HOPE Eldercare Services, Inc.	301 N. 8 th Avenue, Wauchula, FL 33873	Ruth Long, Branch Manager (Hardee County)	(863) 773-2022				(863) 773-3017	
NU-HOPE Eldercare Services, Inc.	6414 U. S. Hwy 27 South Sebring, FL 33876	Debbie Slade, In-Home Services Director	(863) 382-2134				(863) 382-4546	
NU-HOPE Eldercare Services, Inc.	6414 U. S. Hwy 27 South Sebring, FL 33876	Laurie Murphy, Resource Development Director	(863) 382-2134				(863) 382-4546	

Attachment 12

Emergency Preparedness and Response Team and Relocation Group Contact Information

Name	Title	EPRT	Relocation Group	Ext.	Home	Cell
Zeke Barbosa	I&R Manager	Emergency Preparedness Coordinator (Lead)	Yes	5587		
Katie Parkinson	Chief Operating Officer	Emergency Preparedness Co-Coordinator	Yes	5574		
Charlotte McHenry	President/CEO	Emergency Preparedness Coordinator, Alternate	Yes	5582		
Frank Wagoner	Director of MIS	EPRT Member	Yes	5579		
Jody Bone	Chief Financial Officer	EPRT Member	Yes	5575		
Phil Hollister	Director of Contracts and Quality Assurance	EPRT Member	No	5589		
Kyrie-Leigh Chambliss	Volunteer Manager/SHINE Liaison	EPRT Member	No	5593		

Attachment 13

Emergency Operations Centers

Primary Phone Numbers

County	Contact Person	Email	Phone Number
Hillsborough	Preston Cook	cookpr@hillsboroughcounty.org	813-236-3800 (emergency)
Polk	Pete McNally	PeteMcNally@polk-county.net	863-298-7000
Special Needs-Polk	Diane Hilliard	dianehilliard@polk-county.net	863-298-7027
Manatee	Sherilyn Burris	sherilyn.burris@mymanatee.org	941-749-3507
Highlands	Scott Canaday	SCanaday@hceoc.org	863-385-1112
Hardee	Jill Newman	Jill.Newman@hardeecounty.net	863-773-6373

Attachment 14

Disaster Event Preliminary Report Form

Date of Incident:	Time of First Contact:
	Contact Name:
1. Planning and Service Area affected:	6 only other: describe
2. Type of disaster:	
3. Describe area affected by the disaster (urban, rural, etc.):	
4. Scope of disaster (town, county, multi-county, state, multi-state):	
5. Number and name of counties or states involved:	
6. Number of older persons in the disaster areas, report both those directly and indirectly affected. Estimated numbers:	
7. Estimated number of older persons evacuated:	
8. Estimated number of older persons homeless:	
9. How many senior centers have been damaged or destroyed: (Attached a list with descriptions.)	
10. How many congregate meal sites have been damaged or destroyed:	
11. Describe the status of services to homebound older persons, including home delivered meals and status of follow up with recipients:	
12. When will services be restored?	
13. Have other facilities for older adults been damaged or destroyed? This includes nursing homes and Assisted Living Facilities. Describe any remedial actions taking place.	
14. What municipal services and transportation arteries have been disrupted?	
15. Describe any unique or special characteristics or circumstances that should be monitored that impact elders.	

TO: Area Agency on Aging Directors and Aging Network Disaster Coordinators

FROM: (Insert Secretary's Name)

SUBJECT: Implementation of Emergency Relief Measures

DATE: (Insert Date)

The contracts in place with Area Agencies on Aging and Local Service Providers state in the event of a declared disaster or state of emergency by the President of the United States or the Governor of Florida, the Secretary of the Department of Elder Affairs has the authority to direct Area Agencies on Aging and, in turn, Local Service Providers to implement their Emergency Relief measures. Due to the current situation with **(Insert Storm/Event Name)**, a declaration from the Governor has been issued, **(Insert Executive Order #)**. Therefore, I am officially instructing the Area Agencies on Aging to do the following:

- Contact and coordinate levels of activation with County Offices of Emergency Management and place call-downs to all Local Service Providers. Instruct them that implementation of emergency relief measures has been ordered by the Department of Elder Affairs.

Relief measures outlined in the Department of Elder Affairs guidelines for Local Service Providers include the following:

1. Pre- and post-event call down of at-risk clients;
2. Evaluation of the ability of the Area Agency on Aging and Local Service Providers to continue service delivery and status reported to the Department of Elder Affairs Emergency Coordinating Officer (ECO) or Alternate;
3. After-hour staff coverage of Elder Helplines;
4. Delivery of services to all elderly in need after the storm, if necessary and possible;
5. Designated Emergency Service Directors from the Local Service Provider and Area Agency on Aging dispatched to shelters within and outside the disaster area to help elderly evacuees;
6. Distribution of meals before or after the event, if possible; and
7. Assignment of staff to Local Emergency Operations Centers within the disaster area and field assistance offices set up by the state and federal emergency agencies per agreements with local County Emergency Management officials.

The above measures are required minimums in Local Service Provider disaster plans. Any other measures above and beyond should also be taken as necessary. The Area Agencies on Aging are to assist as necessary with the Local Service Providers' implementation of emergency measures.

This information is primarily for the following PSAs: **(Bold & Highlight)**

1 2 3 4 5 6 7 8 9 10 11

Note: Other PSAs should also monitor.

EMERGENCY MEMORANDUM

TO: Area Agency on Aging Directors and Aging Network Disaster Coordinators

FROM: (Insert Secretary's Name)

SUBJECT: Preparation to Implement Emergency Relief Measures

DATE: (Insert Date)

Please be prepared to implement your disaster plans and take precautionary measures in relation to (Insert Storm Name) if you have not already done so. As the Area Agency on Aging, you shall instruct lead agencies in the counties under your jurisdiction to contact the appropriate Local County Emergency Management Office to determine the evacuation status in their county. The next advisory is scheduled for (Insert Time), (Insert Date) and you will be provided with additional information.

1. Report to the Department of Elder Affairs Emergency Coordinating Officer or Alternate the status of the counties at the earliest possible time.
2. Instruct Local Service Providers to be ready to implement a call-down of at-risk and special needs clients.
3. Both you and the Local Service Providers monitor local weather reports and activity and keep DOEA abreast of storm activity in your area.
4. Both you and Local Service Providers prepare hard-copy reports and client lists to ensure your ability to contact clients to determine their status and identify any unmet needs. Electronic records may not be available after impact due to loss of power, damage to equipment or facilities, or inability to access databases or files.
5. Review Continuity of Operations Plans to address steps to be taken before, during, and after an event to maintain operations and functionality of Elder Helplines and Information and Referral services.

This information is primarily for the following PSAs (Bold and Highlight):

1 2 3 4 5 6 7 8 9 10 11

Note: Other PSAs, please monitor in case the forecast changes.

Attachment 16

SUPPLIES

Senior Connection Center should have the following supplies on hand for general first aid applications, pre-emergency, and post disaster/recovery care. The supplies should be sufficient for the care of at least 50 people during normal (non-disaster operations) and for a minimum of 75 people for during and after disaster events (supplies will be kept in kitchen. Supplies will be located in the cabinet on the left and clearly marked.)

REMINDER: disasters are not limited to weather events, they may also include fire, chemical spills, noxious gas releases, etc.

The EPC will determine the amount/quantity of supplies for purchase to include but not limited to the following:

1. Supplies to have on hand - pre-emergency:

- AM-FM battery-operated radio/weather band radio
- Seven (7) flashlights with working batteries
- Extra batteries for radio and flashlights (7 sets)
- Cardboard boxes with covers
- Eight (8) rolls strapping, masking, or duct tape
- Furniture dolly
- Plastic bags (25) each type (13 gallon and zip-lock quart size)
- Permanent markers
- First Aid Kit for 50-75 people
- Blankets and pillows
- Camera and film, or digital
- Two coolers (one each for food and ice.)
- Water purification tablets
- Trash bags (yard/garden strength, 30 gal.)
- Paper supplies: toilet paper, paper towels, and moist towelettes
- Drinking water 3 gal/pp-will be obtained as needed.
- Cleaning supplies (buckets, towels, mops, disinfectant, bleach, etc.)
- Antibacterial soap
- Hospital grade latex gloves
- CPR guards
- Nose/mouth masks
- Bug screen
- Sun screen

2. Supplies on-hand in the event of relocation and/or substantial damage to office facility*:

- Laptop/portable computer with back-up data to operate
- Stationary/envelopes and letterhead
- Computer and copy paper
- Pens and pencils
- Scissors
- Transparent tape
- Blank formatted diskettes
- Note pads
- Correction fluid
- Telephone books
- Paper clips and rubber bands
- Staplers and staples
- Clipboards
- Three-ring binders
- Two (2) solar calculators
- Hats, plastic gloves, insect repellent, and sunscreen
- Alcohol gel/hand sanitizer
- Large safety candles

* Many of these supplies will be included in each department's drive-away kits.

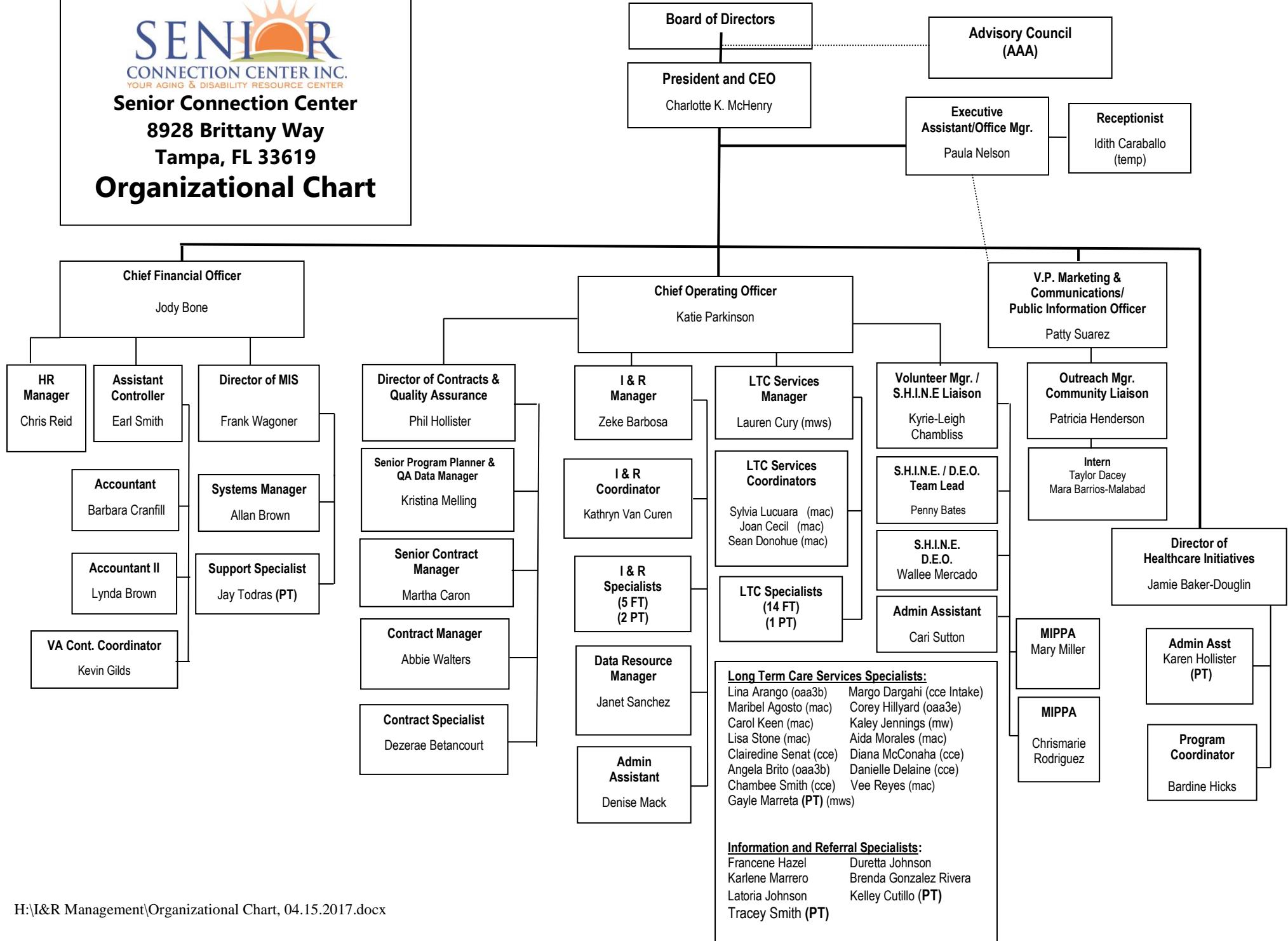
3. Supplies on hand in the event of the EPRT team going out into the field:

- 4 Drive-away totes to include:
- Bug Repellent
- Sunscreen
- Antibacterial hand sanitizer
- Weather blankets
- Hand held first aid kits
- Latex gloves
- Drinking water (bottled water)
- Nose & Mouth Masks
- Clip boards
- Pens & paper (legal pads)
- Flashlights (4)
- Batteries



Senior Connection Center
8928 Brittany Way
Tampa, FL 33619

Organizational Chart



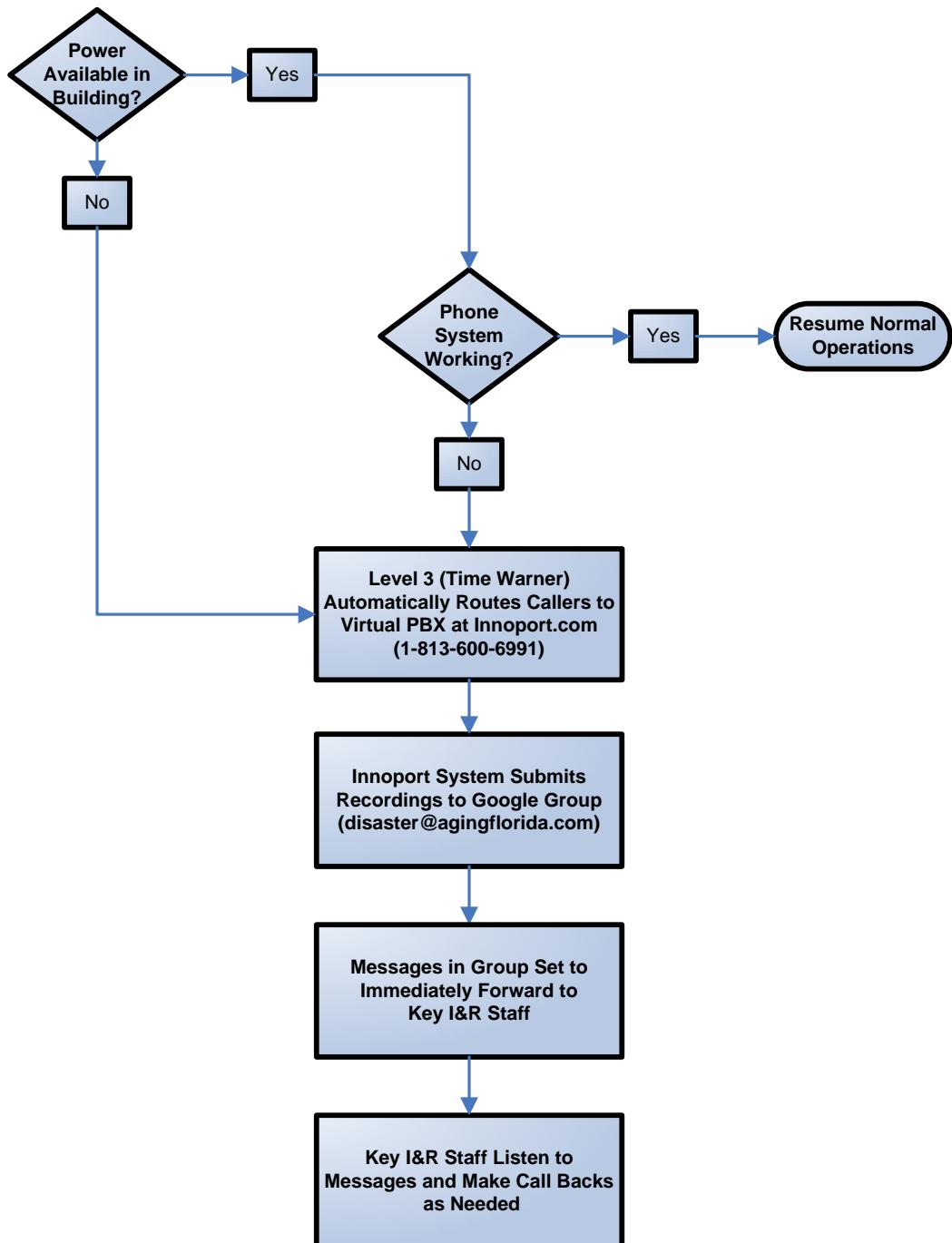
Attachment 18

According to the Department of Health and Human Services, a pandemic is a global disease outbreak. A flu pandemic occurs when a new influenza virus emerges for which people have little or no immunity, and for which there is no vaccine. The disease spreads easily from person-to-person, cause serious illness, and can sweep across the country and around the world in very short time. If a pandemic or avian flu affects the PSA 6, the following procedures have been instituted:

1. The EPRT will also serve as the Pandemic team.
2. Mission Essential Functions and employees associated with these functions are located in Attachment 5. These protocols will be implemented at the time of the pandemic if and when the threat of spreading disease is recognized by the EPRT base on local public health advisories.
3. A communication plan is currently in affect for disasters and this same plan will be utilized in case of a pandemic and employees are told not to report to work. This time will be recognized as Administrative Leave.
4. If an employee or their family member has become ill due to the pandemic or avian flu, the person's personal sick time will be utilized. If the person or family member is ill after the employee has utilized all of their sick time, any other available time (i.e., annual, personal or compensatory leave will then be utilized). If the person is still unable to return from work, other measures will then be explored with the employee, such as the medical leave act.
5. If an employee has become ill with the pandemic or avian flu, the employee must obtain written documentation from their doctor that they are able to return to work.
6. In the event of a quarantine, alternative measures for ensuring the continuation of the Mission Essential Functions will be explored by the EPRT members.
7. If at any time a person is suspected to be ill, the President/CEO or designee can request written documentation from the employee's doctor that he or she is able to work and is not contagious to the other employees. In the event that the employee is unable to see their doctor immediately, the time from when the employee leaves work to the time that they see the doctor will be recognized as Sick Leave.

8. Required travel (i.e., agency monitorings, meetings, etc.) may be restricted if the area has been affected by a pandemic or avian flu.

PHONE SYSTEM OUTAGE FLOWCHART
Summary Plan for COOP
Last Updated April 14, 2016



Attachment 20

DISASTER RESOURCES – FORMAL ROLE

American Red Cross

Department of Financial Services, Inc. –Insurance claim Hotlines

Florida Disaster Helpline

Florida Power and Light

State of Florida Emergency Information

Agricultural Consumer Services – Price Gauging

Office of the Attorney General – Price Gauging

Emergency Management – Hillsborough

Emergency Management – Manatee

Emergency Management – Polk

Emergency Management – Highlands

Emergency Management – Hardee

Federal Emergency Management Agency

FEIL- State of Florida Emergency Information

USDA Rural Development

State of Florida Emergency Medical Services

Police Departments:

Auburndale, Avon Park, Bartow, Bowling Green , Bradenton Beach,
Bradenton, Eagle Lake, Haines City, Holmes Beach, Lakeland, Lake Placid,
Lake Wales, Longboat Key, Mulberry, Lake Alfred, Plant City Wauchula,
Zolfo Springs, Tampa International Airport

Sheriff Departments:

Hillsborough, Hardee, Highlands, Polk, Manatee

State of Florida Fire Marshal

Hillsborough County Fire Rescue

Fire Departments:

Auburndale, Temple Terrace, Lakeland, Mulberry, Winter Haven

DISASTER RESOURCES – INFORMAL ROLE

Hillsborough County RSVP (Retired Senior Volunteer Program)

Lutheran Services – Hurricane/Disaster Services

Polk County Information Line

Polk County RSVP

Highlands County Information Line
Hardee County Information Line
American Red Cross – Tampa Chapter
Salvation Army donation Helpline for Disasters
Highlands County RSVP
Manatee County Emergency Assistance Outreach
Manatee Opportunity Council
Manatee County RSVP
Salvation Army – Emergency Shelters

Keywords: Disaster relief, disaster assistance, emergency assistance, emergency resources, emergency help, catastrophic, catastrophe, disaster, emergency, hurricane, emergency help, terrorist attack, disaster management, emergency management, disaster information, emergency information.

Attachment 21

Glossary

AAA	Area Agency on Aging
COOP	Continuity of Operations Plan
ECO	Emergency Coordinating Officer
EOC	Emergency Operating Center
EPC	Emergency Preparedness Coordinator
EPRT	Emergency Preparedness and Response Team
ESD	Emergency Services Director
FEMA	Federal Emergency Management Assistance
PSA	Planning and Service Area
SCC	Senior Connection Center, Inc.
VOIP	Voice over Internet phone

Attachment 22

Training Activities

Date and Time	Activity	Staff Present