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

Continuity of Operations Plan
And
Disaster Preparedness Plan

MAY 2018
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Continuity of Operations Plan

SECTION I: INTRODUCTION

I-1 Purpose

The Division of Emergency Management 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 Division of Emergency Management 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 and 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 these 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 every Local Service Provider (LSP) in the PSA are responsible for establishing COOPs. The Emergency Preparedness Coordinators of the SCC will review annually each LSP’s COOP. Additionally, 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 LSPs.

COOPs developed by SCC and the LSPs 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 LSPs 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 DOEA and the Division of Emergency Management will be able to contact the Emergency Coordinating Officer in the event of an emergency on any given day. In turn, the Emergency Coordinating Officers will be able to contact the Emergency Preparedness Coordinators of SCC.

This COOP is designed to address the all-hazard threat due to today’s changing threat environment. In addition, it 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 LSPs 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 their service application each year. As noted previously, SCC will annually review the LSPs COOPs. The DOEA will be updated about the planning for older adults by SCC.
Current provider network includes the following local service providers:

<table>
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<th>Contact Information</th>
<th>County</th>
<th>Program</th>
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<tbody>
<tr>
<td>Hillsborough County Family and Aging Services</td>
<td>Tracy Gogichaishvili #813-272-6315</td>
<td>Hillsborough</td>
<td>Lead Agency and Primary OAA Provider</td>
</tr>
<tr>
<td>The Centre for Women</td>
<td>Ann Madsen #813-251-8437</td>
<td>Hillsborough</td>
<td>OAA IIIB/E Housing Improvement Services</td>
</tr>
<tr>
<td>Bay Area Legal Services</td>
<td>Carol Moody #813-232-1222</td>
<td>Hillsborough</td>
<td>OAA Legal Services</td>
</tr>
<tr>
<td>Alzheimer’s Association</td>
<td>Julie Shatzer #727-578-2558</td>
<td>PSA Wide</td>
<td>OAA Caregiver Supports</td>
</tr>
<tr>
<td>The Agricultural &amp; Labor Program, Inc. (ALPI)</td>
<td>Cheryl Burnham #863-956-3491 ext.224</td>
<td>Polk</td>
<td>EHEAP</td>
</tr>
<tr>
<td>Mid Florida Community Services</td>
<td>Steve Homan #352-796-1425 ext.213</td>
<td>Polk</td>
<td>Primary OAA Provider</td>
</tr>
<tr>
<td>Seniors First, Inc.</td>
<td>Latonya Bynes #863-519-1020</td>
<td>Polk</td>
<td>Lead Agency</td>
</tr>
<tr>
<td>Florida Rural Legal Services</td>
<td>Grissim Walker, Esq. #863-688-7376</td>
<td>Polk, Highlands and Hardee</td>
<td>OAA Legal Services</td>
</tr>
<tr>
<td>Manatee County Community Services Department</td>
<td>Tracie Adams #941-749-3030</td>
<td>Manatee</td>
<td>Lead Agency</td>
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<tr>
<td>Meals on Wheels P.L.U.S. of Manatee, Inc.</td>
<td>Maribeth Philips #941-749-0100</td>
<td>Manatee</td>
<td>Primary OAA Provider</td>
</tr>
<tr>
<td>Gulf Coast Legal Services</td>
<td>Tammy D. Greer #727-821-0726 ext.271</td>
<td>Manatee</td>
<td>OAA Legal Services</td>
</tr>
<tr>
<td>Nu-Hope Elder Care Services</td>
<td>Ingra Gardner #863-382-2134</td>
<td>Hardee/Highlands</td>
<td>Lead Agency and Primary OAA Provider</td>
</tr>
<tr>
<td>Self Reliance, Inc.</td>
<td>Finn Kavanagh #813-375-3965</td>
<td>Hillsborough</td>
<td>Local Services Program</td>
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</tbody>
</table>

I-2 Applicability and Scope

The DOEA is a support agency to Emergency Support Functions (ESF) 6 and 8. As the state unit on aging, the Department will respond to the needs of SCC and LSPs when impacted by a disaster or emergency. SCC will work in conjunction with the Department and LSPs to ensure the continuation of services to elders in the impacted areas as indicated.
SCC takes action in all phases related to emergency planning, including: Mitigation, Preparedness and Response, Short-term Recovery, and Long-term Recovery.

These efforts include:

Mitigation:

1. Educating and communicating to staff about disaster preparedness, safety precautions, and emergency detection.
2. Holding a community awareness campaign over the phone, through the Elder Helpline.
3. Making disaster preparedness material available to the community during outreach efforts.
4. Preparing updated disaster plans and training with staff to ensure our PSA is able to respond adequately when faced with all manners of potential disasters.
5. Ensuring through education and review that our LSPs have strong Disaster Plans and COOPs capable of responding and continuing essential client services as quickly as possible once the immediate threat subside.

Preparedness and Response:

1. Providing information concerning a disaster or emergency to the LSP.
2. Requesting the implementation of LSPs Disaster Plan or COOP and standards as indicated.
3. Assisting with planning for the continuation of the Mission Essential Functions.
4. Providing a rapid assessment of immediate unmet emergency needs in conjunction with the LSPs.
5. Assisting in providing food, water, clothing, shelter, and medical supplies in conjunction with the LSPs.
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 Operations Centers with dissemination of information.
7. Working together with the LSPs 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. Work in conjunction with PSA 6’s Local Emergency Operations Center, and our LSPs 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. Mitigate post-disaster hazard activities to reduce future risks from disasters.
6. Assist with staffing at the local Disaster Recovery Centers as directed.

Long-term recovery efforts include assisting with community redevelopment and restoring the economic viability of the disaster area 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.
4. Completing other tasks deemed necessary and appropriate.

I-3 Authorities

1. Section 20.41, Florida Statutes designating the DOEA as the state unit on aging as defined in the federal Older Americans Act of 1965 as amended.
2. Chapter 252 (Emergency Management) and Chapter 381 (Public Health), Florida Statutes.
6. Administration on Aging: Emergency Assistance Guide 2006, which can be found at the following website: http://www.aoa.gov/AoARoot/Preparedness/Resources_Network/2006_Assist_Guide.aspx

I-4 Policy

SCC falls under the auspices of the DOEA, as such our agency will follow the same policies and responsibilities that have been deemed necessary by the Department.

The DOEA is to operate in accordance with Chapter 252, Florida Statutes, pertaining to appointing an Emergency Coordinating Officer, along with needed policies and responsibilities. Therefore, SCC’s Emergency Preparedness Coordinators will work with the local county Emergency Operations Center 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.

SCC is responsible for ensuring the LSPs have adequately prepared their COOP’s and
will review and approve annually.

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 it is believed to have kept the state from experiencing higher casualties than during past storms. The DOEA follows this same planning model and encompasses preparation, response and leadership to help ensure it can continue to provide Mission Essential Functions during a disaster. The Department has directed the AAAs and LSPs to also have a COOP in place, focused on these factors and outlining how critical services can continue to the aging network during times of disasters.

This COOP can be implemented as a result of any natural, manmade, technological and biological 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 2017 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. Reducing loss of life,
4. Identifying and designating members of the Relocation Group and delegation responsibilities.
5. Facilitating decision-making for execution of the Plan and the subsequent conduct of operations.
6. Achieving a timely and orderly recovery from the emergency and resumption of full service to all elder Floridians in PSA 6.
7. Maintaining a test, training and exercise program to support the implementation and validation of COOP plans.

II-2 Planning Assumptions and Considerations

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

1. Maintain at a high-level of readiness.
2. Capable of implementation (with or without warning).
3. Operational within 12 hours of notification.
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 mitigation, preparedness, response and recovery 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 SCC’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, manmade, technological and biological, 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 to implement Florida’s Comprehensive Emergency Management Plan and, if necessary, the COOP.
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 DOEA directs the AAAs to implement their Disaster Preparedness Plan and COOP and, in turn, the SCC will direct the LSPs to implement their plans, as indicated.
3. The Emergency Preparedness Coordinators complete a call-down with the potentially impacted areas using the “Local Service Provider Call-Down Report”, see Attachment 2a. This report is to be used to ascertain the current status of the PSA 6 provider network.
4. The Emergency Preparedness Coordinators or designees at SCC complete the call-down procedures to the LSPs in the potentially impacted area.
5. SCC and the LSPs will call-down or conduct home visits to all identified at risk, in-home, community based older Floridian clients in the potentially impacted areas.
6. SCC and the LSPs 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 LSPs personnel will ensure delivery of shelf stable meals for clients who remain in their homes.
8. If possible, SCC will ensure the ongoing operation of information, referral and screening services offered through the ADRC.

**Senior Connection Center’s Capacity and Response Capability**

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

1. SCC operating as the 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, see Attachment 19. This system will allow outside callers to leave messages, which are then encrypted and sent over to the Elder Helpline for follow-up. 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 PSAs that were not impacted by the disaster. In this situation, 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 provide for seamless transition to the consumer.

i. Elder Helpline: The 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.
   1. Staff unable to access SCC’s office may also be able to continue to answer Elder Helpline calls remotely, using assigned telecommuting equipment.

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: Hardee, Highlands, Hillsborough, Manatee and Polk Counties.
   1. In the event of a disaster, our LSPs may be required to assist in conducting screening functions in the community due to considerable concerns, such as inaccessible phones or the events massive scale. After a disaster has been declared, a formal request may be made to LSPs, requesting their assistance.
   2. Long Term Care Services staff may be able to continue to perform intake and screening services remotely using assigned telecommuting equipment.

2. SCC’s personnel are available to deploy, if necessary, to assist impacted LSPs to ensure:
   a. Continuity of services.
   b. Conduct care coordination and Intake and Screening of new potential clients; as well as assist with in-home visits if telephonic connections with clients are not possible.

3. SCC will request assistance from the DOEA in the event that we are unable to respond adequately. Additionally, all of the LSPs can request assistance from SCC should they require assistance responding to a disaster. SCC will request assistance from the DOEA as warranted.
   a. The private, non-profit LSPs in PSA 6 have memorandums of agreement in the event that they become incapacitated.
   b. Two of the LSPs 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 LSPs personnel who are available for shelter
management training.

5. LSPs 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 Meal Programs, SHINE and other agency/provider volunteers that may be available.

II-3 COOP Execution

Emergencies, or potential emergencies, may affect the ability of SCC to perform its Mission Essential 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. However, if the school closure is extended post storm due to extenuating circumstances (such as school buildings serving as shelters), then SCC will make an independent decision regarding the opening of 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. 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, SCC will activate the COOP.

1. Should it become necessary to relocate, Relocation Group has been formed. It is
composed of selected primary staff positions 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 on standby. Staff members are expected to remain in contact with their supervisor to ensure the continuation of services to the elder as needed, see Attachment 4.

2. The alternate facility is a designated fixed site that will accommodate the Relocation Group. If the alternate facility office is not accessible and/or a threat exists in the area, a second and/or third alternate facility will be utilized, see Attachments 3a and 3b.

3. When SCC’s business location is again ready for occupancy, the performance of the Mission Essential Functions will be transitioned back to our primary office, see 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 LSPs 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, see 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 24 hours a day, 7 days a week. The DOEA and the Division of Emergency Management will be able to
contact the Emergency Coordinating Officer at the DOEA in the event of an emergency on any given day. In turn, the Emergency Coordinating Officer will be able to contact the Emergency Preparedness Coordinators 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 DOEA receives notification via SERT.

3. At each level of activation, the Emergency Coordinating Officer notifies the Area Agency on Aging Emergency Preparedness Coordinators.

4. SCC will notify the Emergency Service Directors at the LSPs, 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, E-mails and phone calls. The Emergency Coordinating Officer will notify the Emergency Preparedness Coordinators 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 SCC.
      ii. SCC begins call-downs to LSPs Emergency Service Director 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 Coordinators will be in contact with local Emergency Operation Center, to learn about the extent of damage, such as if damage assessment of any type has been carried out or issues with local roads and highways.
   iv. The EPRT will assess any damage to SCC’s office.
   v. The EPRT will meet with available SCC staff and providers, at the alternate site if deemed necessary, to commence recovery plan efforts.

7. As the DOEA is the support agency to Emergency Support Functions 6 and 8, 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. The Department’s responsibilities through the Emergency Support Functions 6 and 8 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.

8. Daily Operational activities will cease during any emergency or disaster event.

9. The Emergency Coordinating Officers completes notification to our LSPs and agency staff regarding the Department’s instructions to prepare or implement emergency relief measures, see Attachments 15a and 15b. When the memorandums are received the following occurs:
   a. SCC’s Emergency Preparedness Coordinators will contact the LSPs and transmit the Preparation to Implement Emergency Relief Measures and/or Implementation of Emergency Relief Measures memorandums.
   b. LSPs implement their Disaster Plan and call-down to clients as required.
   c. After call-downs have been completed, the LSPs will call SCC’s Emergency Preparedness Coordinators with results of call-downs and status of operational activities.
   d. SCC’s Emergency Preparedness Coordinators 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 Coordinators will notify the Emergency Coordinating Officer at the DOEA.

11. In case the PSA 6 area is impacted by the event, the COOP will be activated.
The President and CEO or designee will notify staff members and any collocated staff of the potential emergency.

a. If the event occurs during business hours, staff will begin Agency shutdown and evacuation procedures, see Attachments 2b and 2c. 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 office to implement shutdown procedures, see Attachment 1, Call-Down 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 SCC’s office and caused the immediate evacuation, we will immediately activate our COOP to relocate to an alternate site, if indicated, see Attachments 3a and 3b. SCC will notify the Emergency Operating Coordinator and the LSPs to inform them of the closure and how they will be able to reach the Emergency Preparedness Coordinators (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 needed and directed by the DOE Agency. Immediately following a disaster, frequent communication with staff and providers is critical. To help ensure clear and prompt communication we will utilize the following methods to maintain up-to-date information from both staff and providers:

1. SCC’s President and CEO or designee will initiate a daily call with both the LSPs and SCC Staff. A standing call on the first day following the disaster will begin this process until it is deemed no longer necessary:

2. 10:00 a.m. – LSPs are to call

   a. 11:00 a.m. – SCC are to call

   b. Daily status reports will be compiled as a result of these calls and shared with the DOE Agency as appropriate.

2. If deemed necessary and requested by the impacted LSPs, SCC sends in a team of staff members to assist them in reestablishing daily activities and 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 DOE Agency acts as a conduit for ACL funds to the affected Area Agencies on Aging and LSPs.

4. The Emergency Preparedness Coordinators will be providing a daily update on
the status of PSA 6 to the DOEA during the response & recovery phase.

Procedures

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

Two of the LSPs 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 spray, etc. The majority of these items can be found in the disaster supplies located in the SCC Disaster Kit, see Attachment 16.

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

1. Ensure the continuity of immediate services, such as meals.
2. Conduct care coordination 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 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 (i.e. phone, fax, or email). Information will be received by 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 appropriate.
Senior Connection Center’s Internal Communications Procedures

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

1. The Emergency Preparedness Coordinators will notify the EPRT, see Attachment 12.

2. The President and CEO or designee will notify staff and collocated staff members of the notification of the disaster.

3. All necessary information will be forwarded to the LSPs as indicated.

4. Staff and providers will be asked to confirm their state of readiness and notify SCC of any unmet needs identified.

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 Coordinators will be notified. Notification will be sent to staff along with instructions about shutting down the agency, if necessary. See Attachments 2b and 2c, Office Shutdown Procedures.

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, see 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, see Attachment 5.

3. SCC personnel who are not designated as part of the Relocation Group may be advised to remain at 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.
Delegation and Succession Planning 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 information, referral and screening.
   c. Acts as a member of the Relocation Group as designated in this plan.
   d. Acts as the point-of-contact and Communications Coordinator for SCC or will designate a person to fulfill this role.
   e. Reviews and approves press releases not approved by the Emergency Operations Centers, or assigns a designee, prior to dissemination.
   f. Deploys Emergency Preparedness Coordinators as necessary to disaster-impacted areas to provide coordination and assistance with response and recovery efforts.
   g. Acts as the Emergency Preparedness Coordinator when I&R Manager or Chief Operating Officer is unavailable. However, during times of disaster activation, all agency staff may be required to assist as needed.

2. I&R Manager
   a. Acts as the designated Emergency Preparedness Coordinator, along with the Chief Operating Officer.
   b. Ensures the continuation of the Mission Essential Functions.
   c. Acts as a member of the Relocation Group as designated in this plan.
   d. Reviews and updates annually the Disaster Plan and COOP to ensure document is reflective of required contractual standards and can adequately meet the needs of the PSA.
   e. Coordinates support for the Disaster Plan and COOP.
   f. Oversees the retrieval and dissemination of information to the LSPs concerning events threatening the health, safety, well-being and independence of Florida’s elders.
   g. Identifies, coordinates and participates in meetings, trainings, exercises and conferences related to disaster preparedness, response, recovery, etc.
   h. Coordinates mitigation, preparedness, response and recovery efforts on behalf of the aging network at the local level.
   i. Provides technical assistance to the aging network concerning disaster planning and preparedness activities for staff and Florida’s elders.
   j. Coordinates the identification and resolution of operational issues to assure quality and efficiency among federal disaster assistance programs to LSPs.
   k. Provides guidance on the review and approval of LSPs COOPs.
   l. Arranges for disaster volunteer recognition through thank you letters and
m. Facilitates agency disaster trainings and meetings.

n. Serves on-call 24 hours a day, 7 days a week during periods when the COOP is activated.

o. Assists in planning for the continuation of the Mission Essential Functions, to include information, referral and screening services.

p. Serves as the point-of-contact for designated responsibilities, delegating to other staff as deemed appropriate.

3. Chief Operating Officer

a. Acts as the designated Emergency Preparedness Coordinator, along with the I&R Manager.

b. Ensures the continuation of the Mission Essential Functions.

c. Acts as a member of the Relocation Group as designated in this plan.

d. Serves as the alternate to the SCC President and CEO.

e. Provides technical assistance as needed to the LSPs.

f. Coordinates assistance to the LSPs if requested.

g. Provides support for the Disaster Plan and COOP.

h. Serves as the point-of-contact for designated responsibilities, delegating to other staff as deemed appropriate.

4. Chief Financial Officer

a. Ensures the continuation of the Mission Essential Functions.

b. Acts as a member of the Relocation Group as designated in this plan.

c. Serves as the alternate to the SCC President and CEO when the Chief Operating Officer is unavailable.

d. Assist with funding requests before, during and after a disaster.

e. Assists LSPs in obtaining FEMA funds, if necessary.

f. Provides Fiscal Administrative Oversight in the following ways:

   i. Assists in disaster grant application process through the DOEA and/or the ACL, as may be required.

   ii. Assists with funding requests before, during and after a disaster.

   iii. Assists LSPs in obtaining FEMA funds, if necessary.

   iv. Ensures disbursement of Home Care for the Elderly (HCE) checks.

   v. Provides technical assistance regarding emergency purchases of contractual services.

   vi. Provides technical assistance regarding emergency purchases of contractual services and ensure compliance with applicable Florida Statutes.

g. Purchases

   i. Processes emergency purchase order requests.

   ii. Generates standing purchase orders for items needed during a disaster.

   iii. Contacts The Bank of Tampa and requests emergency increases
on purchasing card spending limits, as well as potential increases in SCC’s line of credit.

h. Provides for other general fiscal services, such as:
   i. Maintains and assists in restoring phone systems at SCC during times of disaster.
   ii. Reports damage or loss of equipment at SCC.
   iii. Provides assistance with personnel liaison tasks by assisting with coordination of personnel procedures as it relates to emergencies and disasters, i.e., office closures, administrative leave, payroll.

i. Serves as the point-of-contact for designated responsibilities, delegating to other staff as deemed appropriate.
   i. Provides revenue management to ensure cash draw down, line of credit, investment revenue and disbursement.
   ii. Ensures audit responsibilities are met and processes contract invoices.

5. Director of MIS
   a. Ensures the continuation of the Mission Essential Functions.
   b. Acts as a member of the Relocation Group as designated in this plan.
   c. Coordinates and secures equipment at SCC’s office during times of disaster.
   d. Maintains and restores equipment and systems at SCC or alternate facilities as needed, including, but not limited to:
      i. CIRTS,
      ii. MIP Non-Profit Series Accounting System, Phone System,
      iii. Internet capabilities, and
      iv. REFER database system.
   e. Serves as the point-of-contact for designated responsibilities, delegating to other staff as deemed appropriate.

6. Volunteer Manager/S.H.I.N.E. Liaison
   a. Ensures the continuation of the Mission Essential Functions.
   b. Acts as a member of the Relocation Group as designated in this plan.
   c. Disseminates information to the volunteers as deemed necessary.
   d. Serves as the point-of-contact for designated responsibilities, delegating to other staff as deemed appropriate.

7. Director of Contracts and Quality Assurance
   a. Ensures the continuation of the Mission Essential Functions.
   b. Acts as a member of the Relocation Group as designated in this plan.
   c. Serves as the point-of-contact for designated responsibilities, delegates to staff as necessary.
   d. Provides technical assistance as needed to the LSPs.
   e. Ensures contract administration tasks are completed, such as:
      i. Assists in disaster grant application process through the DOE and/or the ACL, as may be required.
ii. Maintains and ensures access to current/active contracts.
iii. Ensures any new contracts or any amendments in process at the time the COOP is activated are successfully executed.
iv. Ensures any contracts or amendments scheduled to begin during a COOP event are successfully executed.

8. Human Resources Manager
   a. Ensures the continuation of the Mission Essential Functions.
   b. Acts as a member of the Relocation Group as designated in this plan.
   c. Serves as the point-of-contact for designated responsibilities, delegates to staff as necessary.
   d. Assists with coordinating staff communication.
   e. Addresses staffing issues/concerns.

9. Long Term Care Services Manager
   a. Ensures the continuation of the Mission Essential Functions.
   b. Acts as a member of the Relocation Group as designated in this plan.
   c. Serves as the point-of-contact for designated responsibilities, delegates to staff as necessary.
   d. Provides assistance regarding intake and screening functions for long term care services.

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, see Attachment 3a. If the in-town facility is utilized, they will need to accommodate up to 7 staff members. These facilities will be able to sustain Mission Essential Functions for 30 days.

SCC’s senior leadership will take into consideration the operational risk associated with each facility.

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 SCC, see Attachment 3b. The out-of-town facility will need to accommodate up to 7 staff members. These facilities will be able to sustain Mission Essential Functions 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, Long Term Care Services, and Contracts and Quality Assurance Departments are able to telecommute,
allowing them to work remotely in a seamless manner if travel becomes hazardous.

II-8 Devolution

In the event SCC is incapacitated and unable to perform Mission Essential Functions, we are in the process of working with the DOE to define how this designation could be initiated with another entity. This section will be updated in the future following clarification from the DOE.

II-9 Mission Essential Functions

It is important to establish priorities to ensure that the relocated staff can complete SCC’s Mission Essential 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 as well as staffing and resource requirements. In addition to its Mission Essential Functions, SCC integrates supporting activities as outlined in the subsequent section, II-11.

II-10 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 primary or Mission Essential Functions. 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. See Attachment 5 for a listing of detailed Mission Essential Functions.

II-11 Interoperable Communications

The success of the operations at the alternate facility depends upon the availability and redundancy of communications systems to support connectivity to internal organizations, other agencies and the public. Selecting appropriate and compatible communications equipment is the responsibility of MIS Director.

Under conditions that require SCC to activate our COOP, communications will be primarily by standard, established communications methods such as telephone landline, cellular telephones, e-mail, and Internet. However, SCC recognizes that as a result of some disruptive events, standard communications methods may not be operable.

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, see Attachment 19. This system will allow outside callers to leave messages, which are then encrypted and transferred to the Elder Helpline for follow-up.

**II-12 Multi-Year Strategy and Program Management Plan**

To have viable continuity capability within our agency we must maintain a high level of readiness and be prepared to implement the COOP with or without warning. SCC maintains a plan to accomplish this state of readiness. SCC will annually assess the needed capacity of the agency, capabilities of personnel, associated resources, and modify program operation plans accordingly.

The objectives, timelines, budgetary requirements, planning and preparedness considerations, planning milestones and tracking systems are reviewed annually by SCC management staff with coordination from the President and CEO.

**II-13 Warning Conditions**

Upon receiving notification that a disaster has occurred or is about to occur, the SCC will respond in accordance with the Disaster Preparedness Plan and 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 receive notifications from the SERT.
   b. Regional level notification, depending on the nature and type of disaster, may come from the Department to SCC, or from the LSPs to our agency. When notification is received at the local level, we will share with the Department to ensure they are aware of our PSA specific disaster.
   c. Evacuation orders are issued at the local level by county Emergency Operations Centers requiring local coordination between SCC, LSPs and county responders.
   d. If evacuation becomes necessary, the Emergency Coordinating Officer at the Department 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 EPRT maintain current listings of their home telephone numbers, work numbers and cell phone, as well as Emergency Coordinating Officer at the DOEA. See Attachments 12 and 13.
      ii. The Emergency Coordinating Officer at the Department alerts SCC
of the disaster status and begins preparation for potential mobilization.

iii. The Emergency Preparedness Coordinators, in consultation with the EPRT, make assessments as to the safety of the SCC’s facilities, equipment and records.

iv. The Emergency Preparedness Coordinators, in consultation with the EPRT, 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 at the DOEA, after consultation with the Secretary, releases the Preparation to Implement Emergency Relief Measures and/or the Implementation of Emergency Relief Measures memorandums, see Attachment 15a and 15b. These memorandums notify SCC of the actions to be taken in the event of a disaster. Upon receipt by SCC, these memorandums will be forwarded to the affected LSPs as indicated.

II-14 Area Agency on Aging Support Activities

The Department’s responsibilities through the Emergency Support Functions 6 and 8 include participating in the coordination efforts to provide shelter, food, 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 LSPs, tracking elders and others who may be in shelters or otherwise affected by the disaster;

4. In coordination with the LSPs, 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 stable 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 EPRT shall be kept up-to-date with contact information by the Emergency Preparedness Coordinators, and must file the data in the Response Team folder. The EPRT folder shall be kept in a secure location, by year (SCC Network under S:\EPRT), 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, see Attachment 1
2. Directions to the 1st and 2nd Alternate sites, see Attachment 22
3. Staff / Family Disaster Preparedness Plans
4. COOP
5. Disaster Preparedness Plan
6. Other information as deemed necessary

**II-15 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-16 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-17 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 employees - notification will be by telephone using the existing call-down tree, see 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 should be prepared to start relocation procedures, including where to assemble before relocating to the alternate facility, if necessary, see Relocation Group, Attachment 4.

4. The Emergency Preparedness Coordinators 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 Coordinators will notify the EPRT informing them of the current situation and that the COOP is being activated. The EPRT will, in turn, notify their respective staff members. See Call-Down Tree, Attachment 1.

2. If any individual cannot be reached, a message will be left on their voicemail, if available. Any alternate contacts provided will also be attempted as outlined in their Staff/Family Disaster Preparedness Plan.

3. Each member of the EPRT will notify the Emergency Preparedness Coordinators on the status of call-downs by utilizing the Call-Down Tree, see Attachment 1.

4. For personnel who EPRT members were unable to reach directly, once they receive the message, they should immediately contact their EPRT member.

5. The last member of the EPRT on the Call-Down Tree will then contact the Emergency Preparedness Coordinator/I&R Manager to notify them that the call-down has been completed, see Attachment 1.

6. Each member of the EPRT will report all unsuccessful contact attempts to the Emergency Preparedness Coordinators after relocation is affected.

7. The Emergency Preparedness Coordinators will notify the Emergency Coordinating Officer at the DOEIA that SCC’s COOP (relocation phase) is being activated, see attachment 11.
8. The Emergency Preparedness Coordinators will notify the Emergency Service Directors at the LSPs that an emergency relocation of SCC is anticipated or in progress.

9. When reaching out to staff, it is important that the caller first ascertains that the staff is in a safe environment, and does not require any immediate assistance. Callers should use the following questions to initiate each call with SCC staff:
   a. How are you and your family?
   b. Are you safe and secure?
   c. Do you anticipate being able to return to work when we reopen? If not, what do you need in order to be able to return to work?
   d. Provide status update on operations and indicate if relocation of the staff may be necessary. If so, provide instructions on their relocation site and how to obtain any equipment and supplies they may need to carry out their responsibilities.

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 Coordinators. They are responsible for the following:

1. Developing and maintaining SCC’s 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, see Attachment 8a. This information must be updated on an annual basis and submitted to the Emergency Preparedness Coordinators by June 1 of each year, or as applicable. In addition, monthly reminders are sent to staff to ask for a review and update as needed.

4. Coordinate the notification process regarding an impending disaster.
a. Specifically, the DOEA’s Disaster Preparedness and Operations office is responsible for notifying the Area Agency on Aging Emergency Preparedness Coordinators of any impending disaster through linkages with the weather service advisories and/or DOEA.

b. The Emergency Preparedness Coordinators will contact the LSPs as appropriate based on the DOEA alert. The LSPs are responsible for implementing their COOP.

c. After a disaster, SCC’s Emergency Preparedness Coordinators will contact the LSPs to assess their level of functioning and then inform the DOEA 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 the DOEA regarding disaster planning. These materials would be given to providers, senior groups in the community and disseminated through the Elder Helpline and Long Term Care Services, as requested.

7. Coordinate disaster and recovery planning with LSPs, together with their Emergency Operations Center offices in each of the five (5) counties of PSA 6.

8. Provide technical assistance to the LSPs on the development and implementation of their COOP.

9. Ensuring the continuation of the Mission Essential Functions, to include the information, referral and screening services.

10. Assisting in call-downs as appropriate, especially in the immediate area of impact.

11. SCC will, at the discretion of the President and CEO, dispatch key personnel to LSPs as needed.

12. Plan for disaster workshops/meetings and trainings for SCC’s staff.

13. Maintain a log of essential daily activities during any disaster, emergency, terrorist attack or bio-terrorism, see Attachment 7.

**Plan Organization**

The Emergency Preparedness Coordinators will contact the Emergency Service Directors in each impacted area as deemed appropriate.

1. SCC maintains an updated list of emergency contacts for the Emergency Operating Coordinator at the DOEA and the Emergency Service Directors at the
LSPs.

2. After assistance has been requested, SCC’s President and CEO or designee, will determine if appropriate. This will be based on the LSP’s needs, coupled with SCC’s staffing capabilities, ensuring Mission Essential Functions are able to continue. Designated SCC staff may be deployed to the disaster area to support the response and recovery efforts.

3. When the relocation of SCC to an alternate facility has been established, pertinent information will be given to the Emergency Coordinating Officer at the DOEA and the Emergency Service Directors at the LSPs.

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 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 LSPs Disaster Plans remain current.

3. Resolve within 24 hours all challenges posed by LSPs 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 our 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 personnel, see 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 alternate to the President and CEO.

III-4 Vital Records and Databases

The responsibility of each unit is to identify emergency operating records, client records and files, legal and financial documents essential to continued functioning in the event SCC has to relocate to an alternate facility. Backup of data is completed daily and stored in the cloud.

1. One of SCC’s COOP 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.
   c. Client Records and Files. Client records include any information (including information stored electronically) used to document the nature, delivery, progress, or results of the services provided by the Area Agency on Aging.
Examples: database records; copies of documents about the client; and contact details. It should be noted that most relevant client records are maintained in cloud based systems: REFER and CIRTS.

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 will be available at the alternate facility.

III-6 Drive-Away Kits

EPRT members are 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

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

1. There are four 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), and
   d. Internet service to ensure email and shared drives are accessible.

2. The REFER 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 this system.

3. SCC virtual systems are backed up fully onto an internal dedicated server that contains high capacity, high performance hard drives using 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 the 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. If necessary, server installation files can be retrieved from the Microsoft Volume License Service Center (eOpen) website upon acquisition or 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 DOEA 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 Coordinators 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 the COOP implementation 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.

III-11 Site Support Procedures

The alternate facility will provide at a minimum: access, 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 EPRT, the Emergency Preparedness Coordinators will
notify members that relocation to an alternate facility is imminent. This will include the identification of staff needed at each relocation site and begin the initiation procedures to relocate.

2. The process for relocation to the alternate facility will begin. The Emergency Preparedness Coordinators will contact each designated relocation facility to determine if they are operational and able to accept staff from SCC. If so, how many staff can be sent and are there any concerns indicated by the alternate facility. For location and contact information see Attachments 3a, 3b and 3c.

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 Coordinators will notify the DOEA’s Emergency Coordinating Officer and the LSPs’ 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 Coordinators, in consultation with the EPRT, evaluates the length of closure of SCC and consideration is taken for actions taken during office hours or outside of office hours. See Attachments 2b and 2c for 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 designated staff.

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 Coordinators notifies the EPRT that an emergency relocation is in progress.
7. The Emergency Preparedness Coordinators will notify the LSPs and the Emergency Coordinator Officer at the DOEAs that the relocation is in progress and the expected length of time SCC will be at the alternate facility.

8. The EPRT will begin notifying their respective staff and any collocated if applicable. Upon completion of the notification, the results, including individuals not contacted, are reported to the Emergency Preparedness Coordinators.

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 Coordinators, 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 Coordinators notify the appropriate alternate facility manager.

2. The Emergency Preparedness Coordinators notify the Emergency Coordinating Officer at the DOEAs that SCC is relocating and the approximate length of time SCC plans to remain at the alternate facility.

3. The Emergency Preparedness Coordinators notifies the LSPs Emergency Service Director 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’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 Coordinators, 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 Coordinators 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. Staff not assigned to the alternate facility, will be provided with instructions on when and where they should report for duty.

4. The members of the EPRT will notify and direct other SCC employees to remain at home pending further guidance. The Emergency Preparedness Coordinators, will notify the collocated staff as appropriate. 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, relevant information regarding traffic patterns that may be helpful, will be provided to staff.

IV-6 Transition to Alternate Operations (facility)

The Emergency Preparedness Coordinators consults with the President and CEO or designee regarding the need to cease operations at the SCC Tampa office location; and consider relocation to the designated alternate facility. If relocation is necessary:
1. The Emergency Preparedness Coordinators will follow processes outlined in the COOP for needed relocation, once the alternate facility is secured, the President and CEO is notified.

2. The Emergency Preparedness Coordinators will also notify the Emergency Coordinating Officer at the DOEA that SCC is relocating.

3. The President and CEO or designee will notify the LSPs that SCC has been temporarily relocated. Alternative contact information will be provided.

4. The I&R Manager notifies the public with an update to the phone system (if operational) with alternate contact information.

IV-7 Site Support Responsibilities

The Emergency Preparedness Coordinators 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 and assist with appropriate coordination and assignment of duties to other staff:

1. Monitor and assess the situation that required the relocation.

2. Monitor the status of personnel and resources.

3. Continue SCC Mission Essential Functions including the Elder Helpline and Long Term Care Services.

V-2 Establishment of Communications

If possible, SCC will establish routine methods of communication to the LSPs and the DOEA at the alternate facility.
V-3 Relocation Group Responsibilities

1. President and CEO
   a. Act as the point-of-contact and Communications Coordinator for SCC
   b. Alternate Emergency Preparedness Coordinator
   c. Identify and delegate tasks as necessary to staff
2. Chief Financial Officer
   a. Ensure continuation of Payroll
   b. Ensure HCE checks are prepared and mailed to clients
   c. Financial Support of the LSPs as deemed necessary
   d. Identify and delegate tasks as necessary to staff
3. Chief Operating Officer
   a. Emergency Preparedness Coordinator
   b. Coordination of Mission Essential Functions
   c. Identify and delegate tasks as necessary to staff
4. Director, MIS
   a. Continuation and/or reestablishment of CIRTS and REFER
   b. Continuation and/or reestablishment of the MIP Non-Profit Series Accounting System
   c. Establishment of internet services, computers and/or hardware
   d. Identify and delegate tasks as necessary to staff
5. Director of Contracts and Quality Assurance
   a. Provide technical assistance as needed to the LSPs
   b. Identify and delegate tasks as necessary to staff
   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.
6. I&R Manager
   a. Emergency Preparedness Coordinator
   b. Continuation of the Elder Helpline functions
   c. Contact with the Emergency Service Directors in the respective counties to ensure information is passed to staff
   d. Identify and delegate tasks as necessary to staff
7. Volunteer Manager and SHINE Liaison
   a. Dissemination of information to the volunteers as deemed necessary.
   b. Identify and delegate tasks as necessary to staff.
8. Human Resources Manager
a. Assist with coordinating staff communication.
b. Help address staffing issues/concerns.
c. Identify and delegate tasks as necessary to staff.

9. Long Term Care Services Manager
   a. Continuation of Long Term Care Services.
   b. Identify and delegate tasks as necessary 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 information, referral and screening 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. Staff are instructed while operating at an alternate facility to maintain a roster of personnel, see 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 communications for dissemination to all SCC employees. Communication will include items such as 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 (non-Mission Essential) staff through the appropriate method of communication 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

Once law enforcement indicates we can safely return to the area, the EPRT will begin reconstitution procedures. Depending on the severity of damage to the area, 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

The President and CEO or designee will determine when SCC’s office space is once more operational.

The EPRT will assist with the reconstitution of SCC functions, including restoring the ADRC, staff, equipment, records, and any other items taken to the alternate facility during the relocation.

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 when relocation to an alternate facility has occurred. An Employee Observation/Comment Form will be used, see Attachment 10.
The Employee Observation/Comment Form will be used to record comments about any action, strength, weakness observed at the alternate facility. The Emergency Preparedness Coordinators 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, along with a report provided to the Board.

**SECTION VII: DISASTER RECOVERY**

**VII-1 Financial Assistance**

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

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, when a disaster has been officially declared for a specific area of the state. Additional funds can be sought by the ACL on behalf of the impacted state, 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

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

Eligibility for the funds is limited to the Department, Area Agencies on Aging and LSPs in the counties within the presidentially-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 not currently in the Area Plan. These services can be provided to additional clients 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, SCC and LSPs 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.

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 LSPs 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 (Public Law 93-288 as amended), “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."

The Department of Children and Families has the responsibility to coordinate mental health services through its network of area Community Mental Health Centers, or
CMHCs, 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 the 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 Event Preliminary Report Form can be made for preliminary documentation of needs, see Attachment 14.

At a minimum, SCC and LSPs 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 LSPs procedures and timeframes for submission. This information will be sent to the appropriate LSPs 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

These funds are typically 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 LSPs can be identified and are to be included in the Department’s request to the ACL. The DOEA may receive additional flexibility for use of funds and communicate options to the aging network.

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DISASTER PREPAREDNESS PLAN

SECTION I:  INTRODUCTION

I-1 Philosophy

SCC 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 LSPs in the PSA are responsible for establishing the preceding COOP. Updates are completed annually as part of their service provider application package. SCC monitors each provider annually and the disaster preparedness procedures are included in this process.

I-2 Assurances

1. SCC 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 DOEA will be updated on information about planning for older adults by the Agency.

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

1. Mitigation includes:
   a. Use of cloud based systems.
   b. Educating and communicating to staff about disaster preparedness, safety precautions, and emergency detection.
   c. At least annually, provide a community awareness campaign to callers by providing disaster related education and materials through the Elder Helpline.
   d. Making disaster preparedness material available to the community during outreach efforts.

2. The Preparedness/Response effort includes:
   a. Providing information concerning a disaster or emergency to the LSPs.
   b. Requesting the implementation of LSPs 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 LSPs.
e. Assisting in providing food, water, clothing, shelter, and medical supplies in conjunction with the LSPs.
f. Working together with the LSPs in providing outreach efforts to ensure all victims have been identified and their needs met.
g. Coordinating information and instructions to the public or as directed by the DOEA.
h. If it is a local disaster, assisting the local Emergency Operating Center with dissemination of information.

3. Short-term recovery efforts work on restoring essential public and social services and include:
   a. Working with Local Emergency Operating Center and LSPs 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.

4. Long-term recovery efforts include:
   a. Assisting with community redevelopment and restoring the economic viability of the disaster area through collective efforts of governmental and non-governmental organizations. These efforts include: Assisting elders, and the agencies serving them, in reestablishing themselves.
   b. Continuing advocacy for elders affected by the disaster who may be having difficulty obtaining the assistance they require.
   c. Helping disabled adults and senior disaster victims with reestablishing housing through available community resources.

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 their service application each year.
SECTION II: OVERVIEW

II-1 Overview of Agency Role in Disasters

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 create 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 and Chief Operating Officer have been designated as the Emergency Preparedness Coordinators. They are responsible to work with the President and CEO to implement the following responsibilities:

1. Develop and maintain SCC Disaster Plan and COOP, which include 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 any collocated staff, see Attachments 8a and 8b. Monthly reminders are also sent to staff to review and update their plans as necessary.

4. Coordinate the notification process regarding an impending disaster. Specifically, the DOEA’s Disaster Preparedness and Operations office is responsible for notifying SCC’s Emergency Preparedness Coordinators of any impending disaster. The Emergency Preparedness Coordinators will in turn contact the LSPs as appropriate.

5. Ensure each LSP’s Emergency Services Director is then responsible for implementing its Disaster Plan and COOP, as appropriate.

6. After a disaster, SCC’s Emergency Preparedness Coordinators will contact the LSPs to assess their level of functioning and then inform the DOEA’s Emergency
Coordinating Officer via e-mail or telephone.
   a. Assist in the coordination of efforts to initiate and maintain services to all persons 60 and older after an emergency declaration has been made.
   b. Serve as a resource for dissemination of educational materials provided by the 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 appropriate.
   c. Participate in the coordinating network for health and human service disaster preparation and recovery in the five-county area.

7. Coordinate disaster and recovery planning with each of LSPs, together with their Emergency Operations Center offices.

8. Maintain a coordinated Disaster Recovery Plan for the PSA 6 provider network.

9. Assist in planning for the continuation of the Mission Essential Functions, to include the Elder Helpline and Long Term Care Services.

10. Provide coverage for after-hours information and referral services, if SCC is capable and it is necessary.

11. Assist with call-downs as appropriate, especially in the immediate area.

12. Dispatch key personnel to assist the LSPs upon authorization of the SCC President and CEO.

II-3 Provider Expectations

Minimal expectations of LSPs include:

1. Designation of an Emergency Services Director.

2. Ability to contact all at-risk provider clients, on a prioritized basis, before and immediately following a disaster.

3. Capable of receiving referrals, 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. Coverage for meeting after-hour phone needs and other network services, if necessary.

5. Able to dispatch their Emergency Service Director or other staff members to
shelters in areas outside of the disaster area, to assist elderly evacuees with special needs.

6. Assist at-risk clients register with Special Needs Registries with their local county Emergency Operations Center office.

7. Distribute meals to clients before and after disasters, along with ability to provide meals to recovering seniors in need of nutrition after the disaster.

8. Assign staff to Emergency Operations Center to assist with meeting needs of seniors recovering from the disaster.

II-4 Local Strengths

For the purposes of this plan, the entire PSA is addressed, which includes Hardee, Highlands, Hillsborough, 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 as the “Disaster Resources” document, see Attachment 20. The updating of this document will be the responsibility of the Database Specialist & Administrative Assistant annually; immediately prior to an anticipated disaster; and throughout the response, relief and recovery periods.

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 LSPs. 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 providers.

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 2016 population profile for the older adults in PSA 6 indicate that there are 585,095 people. As of 2016, there were 7,598 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 have a disabling condition or illness. The needs of this population must be addressed before, during, and after a disaster or emergency.

Age 60 Plus of Total Population

Source: Florida Elder Needs Index generated from U.S. Census Bureau, ACS 2012-2016
Below 125% of Poverty Level Age 55 Plus

Source: Florida Elder Needs Index generated from U.S. Census Bureau, ACS 2012-2016
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, 2016 - Table 1

<table>
<thead>
<tr>
<th>County</th>
<th>Hillsborough</th>
<th>Polk</th>
<th>Manatee</th>
<th>Highlands</th>
<th>Hardee</th>
<th>PSA Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population</td>
<td>1,352,797</td>
<td>646,989</td>
<td>357,591</td>
<td>101,531</td>
<td>27,637</td>
<td>2,486,545</td>
</tr>
<tr>
<td>Total Of 60+</td>
<td>251,305</td>
<td>169,671</td>
<td>117,215</td>
<td>41,713</td>
<td>5,190</td>
<td>585,095</td>
</tr>
<tr>
<td>% Of Total Population</td>
<td>18.6%</td>
<td>26.2%</td>
<td>32.8%</td>
<td>41%</td>
<td>18.8%</td>
<td>23.5%</td>
</tr>
<tr>
<td>60+ BPL Population</td>
<td>29,603</td>
<td>17,088</td>
<td>9,307</td>
<td>4,745</td>
<td>1,139</td>
<td>61,882</td>
</tr>
<tr>
<td>% Of BPL 60+ Pop.</td>
<td>11.8%</td>
<td>10.1%</td>
<td>7.9%</td>
<td>11.4%</td>
<td>21.9%</td>
<td>10.6%</td>
</tr>
</tbody>
</table>

Source: Department of Elder Affairs website, 2016 Statistics (as of May 1, 2018)

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 Coordinators (Chief Operating Officer and the I&R Manager) and comprised of the following: President and CEO; Chief Financial Officer, Director of Contracts and Quality Assurance, Human Resources Manager, Director of MIS, Volunteer Manager and SHINE Liaison, and Long Term Care Services Manager, see Attachment 4.

The team is responsible for:
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, see 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. Providing assistance with 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 Coordinators, 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. COOP,
5. Disaster Plan, and
6. Other information as deemed necessary.

II-7 ROLE OF THE EMERGENCY PREPAREDNESS COORDINATORS

1. The Emergency Preparedness Coordinators of SCC will be knowledgeable about each of the LSPs disaster plans, work closely with each agency’s Emergency Services Director and the community at large, to meet the needs of the elderly both prior to and following a natural disaster.

2. The Emergency Preparedness Coordinators 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 staff, must be updated on an annual basis and submitted to the Emergency Preparedness Coordinators by June 1 of each year, or as applicable.

5. The Emergency Preparedness Coordinators 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 Emergency Preparedness Coordinators will coordinate the notification process regarding an impending disaster.

7. The Emergency Preparedness Coordinators will contact the provider agency’s Emergency Services Director based on an alert received from the DOEA - Disaster Planning and Operation Center and/or the weather service bulletins
service and local advisories. The provider is responsible for implementing their own emergency plan thereafter.

8. Following an emergency, the Emergency Preparedness Coordinators, 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 LSPs 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 Emergency Preparedness Coordinators have an obligation to prepare the staff and SCC office facilities first; plans will also be formulated with the LSPs network for recovery operations post-disaster. The relief effort must be a team effort between SCC, DOEA and LSPs.

11. The Emergency Preparedness Coordinators will ensure the continuation of the Mission Essential Functions, to include the Elder Helpline and Long Term Care Services, see Attachment 5.

12. The Emergency Preparedness Coordinators 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 Coordinators will assist in the development of these activities and ensure information is distributed to staff, to include collocated staff if applicable, on how to develop a personal disaster plan. Attachment 21 is a log that is intended to contain 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 Operations Centers, 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 DOEA and affected LSPs, as indicated.
b. Assist LSPs to complete necessary paperwork to apply for emergency assistance.
c. Provide technical assistance to LSPs to reestablish computer capabilities.
d. Provide technical assistance to LSPs concerning volunteers and donations.

3. Training will be provided annually to agency staff on developing a Staff/Family Disaster Plan, see Attachment 8a. A Staff Plan has also been developed for the collocated staff, if applicable, see Attachment 8b. The Staff/Family Disaster Plan is currently accessible on the Intranet. Employees should update and provide this information to the Emergency Preparedness Coordinators by June 1st each year or as needed. This information will include:
   a. Monthly reminders, which are sent via e-mail for staff review and update as needed.
   b. A current street address of the employee,
   c. Physical description of how to get to employee’s home from SCC (in case street signs and other landmarks are damaged or downed due to disaster),
   d. Current phone number of the employee,
   e. List of family members (children, spouses, parents, etc.),
   f. Location of family members during the business day, and
   g. 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 may be limited due to a catastrophic event. For example, transportation vehicles or roads are 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 catastrophic 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 information received from the Emergency Operations Center. The weather service advisory issues information in the following sequence:

1. GALE WARNING: Wind speeds of 39-54 miles per hour.

2. STORM WARNING: Part of a tropical cyclone advisory; wind speeds of 55-73 miles per hour.

3. TROPICAL STORM: Area of low barometric pressure that tends to move in a circular pattern. Wind speeds between 39-73 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. Weather service advisories for 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.

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>WIND SPEEDS</th>
<th>PRESSURE IN MILLIBARS</th>
<th>PRESSURE IN INCHES</th>
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<tr>
<td>1</td>
<td>74 – 95</td>
<td>&gt; 979</td>
<td>&gt; 28. 94</td>
</tr>
<tr>
<td>2</td>
<td>96 – 110</td>
<td>965 – 979</td>
<td>28. 91 – 28. 50</td>
</tr>
<tr>
<td>3</td>
<td>111 – 130</td>
<td>945 – 964</td>
<td>28. 47 – 27. 91</td>
</tr>
<tr>
<td>4</td>
<td>131 – 155</td>
<td>920 – 944</td>
<td>27. 88 – 27. 17</td>
</tr>
<tr>
<td>5</td>
<td>&gt; 155</td>
<td>&lt; 920</td>
<td>&lt; 27. 17</td>
</tr>
</tbody>
</table>

**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 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 Emergency Operations Center, 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, see 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 2c 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 Operations Centers or the 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 such as using emails or personal cell phone usage.

**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 Emergency Preparedness Coordinators may update this information during Condition 2 (approximately 48 hours before landfall).

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 Specialist & Administrative Assistant annually, immediately prior to an anticipated disaster, and throughout the response, relief and recovery periods, see Attachment 20.

The EPRT will initiate and continue to communicate pertinent information and details regarding the reopening of the office, staff reporting procedures, coordination with the AAA from PSA 5, see Attachment 3c, and as all other disaster plan 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 with storm Condition 1 (approximately 72 hours before landfall), when the 72 hours falls on a weekend, holiday or during the evening.

The Emergency Preparedness Coordinators will initiate call placement by calling/alerting the EPRT. 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, see 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 Emergency Preparedness Coordinators 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 2b for information on office closure procedures with notification.

2. See Attachment 2c for information on office closure procedures without notification.

Aging Network Notification Procedures

1. When a weather service advisory, the DOEA or Emergency Operations Center alert is received, the Emergency Preparedness Coordinators will immediately notify each LSPs and proceed with emergency preparation decisions.

2. Dependent upon the alert or weather advisories received and by the time the weather service advisory 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 (after-hours) 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 Emergency Preparedness Coordinators 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 Emergency
Preparedness Coordinators 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 Coordinators along with the President and CEO 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 Emergency Preparedness Coordinators review the Agency’s Disaster Plan and ensures that EPRT has updated information in their emergency folder. Throughout the time covered by the advisories, the Emergency Preparedness Coordinators 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 Emergency Preparedness Coordinators will meet with the President and CEO; Chief Financial Officer; Director of Contracts and Quality Assurance; Volunteer Manager and SHINE Liaison; Director of MIS; HR Manager, and the Long Term Care Services Manager (see 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 initiate 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 will be advised that they have a limited amount of time (to be determined) to complete any computer work and save this work before the servers are shut down, if feasible.
   b. At the time established by the Director of MIS with the Emergency Preparedness Coordinators, 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 it cannot get wet in case of floods or other water intense events.
   f. If necessary, computer equipment will be properly protected by covering these items with plastic or otherwise transferring them to non-exposed areas away from windows.
   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 Emergency Preparedness Coordinators 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 Emergency Preparedness Coordinators 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 Emergency Preparedness Coordinators will continue to review hurricane landfall proximity to Hillsborough County. Should landfall predictions change,
dependent upon estimated landfall, the Emergency Preparedness Coordinators will maintain contact with other AAA Emergency Preparedness Coordinators and the LSPs to help provide critical communication to aging network partners.

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 Emergency Preparedness Coordinators will provide assistance/instructions.

2. Final calls to local service provider contacts made by Emergency Preparedness Coordinators, 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 Emergency Preparedness Coordinators will ensure all disaster supplies are on hand and in working order, see Attachment 16.

5. Discussion of the need for extended hours of the Elder Helpline and Long Term Care Services will 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 Emergency Preparedness Coordinators and the EPRT initiate telephone contact, see 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 LSPs.

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 a-j 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 Emergency Preparedness Coordinators 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 the surrounding area of 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 Emergency Preparedness Coordinators will continually review weather updates, contact the Emergency Coordinating Office at the DOEA, the LSPs 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 Emergency Preparedness Coordinators will be in contact with local Emergency Operations Centers to learn about the extent of damage - if a damage assessment of any type has been carried out and information on the status of surrounding roads and highways, along with any flooding issues.

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 Emergency Preparedness Coordinators will contact the LSPs to discuss any damage and needs of the provider. Additionally, recovery efforts will then be discussed.
Attachments
<table>
<thead>
<tr>
<th>Attachment #</th>
<th>Attachment Title</th>
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<tr>
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</tr>
<tr>
<td>2 a</td>
<td>Local Service Provider Call-Down Report</td>
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<tr>
<td>2 b</td>
<td>Office Closure Procedures with Notification</td>
</tr>
<tr>
<td>2 c</td>
<td>Office Evacuation and Closure Procedures without Notification</td>
</tr>
<tr>
<td>3 a</td>
<td>In-Town Relocation Facilities - DOEA CARES 6 A&amp;B</td>
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<tr>
<td>3 b</td>
<td>Out of Town Relocation Facility - Elder Options</td>
</tr>
<tr>
<td>3 c</td>
<td>PSA 5 Agreement</td>
</tr>
<tr>
<td>4</td>
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<td>5</td>
<td>Mission Essential Functions</td>
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<tr>
<td>6</td>
<td>Delegations of Authority and Order of Success</td>
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<td>Collocated Staff Disaster Prep Plan</td>
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<td>10</td>
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<td>Emergency Contacts (LSP and DOEA)</td>
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<td>Emergency Contacts (EPRT and Relocation Group)</td>
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Attachment 1

Call-Down Tree
## EPRT CALL-DOWN TREE

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Attachment 2a
Local Service Provider Call-Down Report
Local Service Provider Network Call Down Report

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 Emergency Operations Center?

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?
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 2b

Office Closure Procedures with Notification
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

**I&R Manager**  
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.

**Chief Operating Officer**  
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 EPRT will determine whether operations should be moved to the alternate site for AAA operations.

**President/CEO**  
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.

**Chief Financial Officer**  
Plan for 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 and CEO, assure responsibility for agency operations. Coordinate shelf-stable meals information with provider agencies.

**Veteran Services Coordinator**  
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 Emergency Preparedness Coordinators) 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 EPRT, as deemed necessary.
Attachment 2c
Office Closure Procedures Without Notification
Office Evacuation and Closure Procedures without notification

Unfortunately, people are not always 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 and CEO or designee will alert 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 and CEO or designee.

8. The area that has been designated as the area to reconvene is the sidewalk next to 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, outposted 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 President and CEO 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.
Attachment 3a

In-Town Relocation Facilities

DOEA CARES 6A & 6B Relocation Agreements
MEMORANDUM OF UNDERSTANDING

BETWEEN

FLORIDA DEPARTMENT OF ELDER AFFAIRS COMPREHENSIVE ASSESSMENT & REVIEW FOR LONG-TERM CARE SERVICES (CARES) PSA 6A

AND

SENIOR CONNECTION CENTER ENTERING INTO AGREEMENT WITH CARES PSA 6A

I. PURPOSE
The purpose of this Memorandum of Understanding (MOU) is to outline the agreement between Senior Connection Center and Florida Department of Elder Affairs' (DOEA) CARES programs regarding relocation of essential staff in times of disaster or other emergency situations.

II. UNDERSTANDINGS OF THE PARTIES
a. Senior Connection Center understands that: In the event of a natural or man-made disaster (i.e. Hurricane, Tornado, Flooding, Fire, etc.) that renders DOEA CARES 6A office unusable, Senior Connection Center located at 8928 Brittany Way, Tampa FL 33619, agrees to host PSA 6A essential staff at their office.

b. Likewise (if necessary), in the event of a natural or man-made disaster (i.e. Hurricane, Tornado, Flooding, Fire, etc.) that renders Senior Connection Center office unusable, DOEAs CARES 6A located at 701 West Fletcher Avenue Suite D, Tampa FL 33612 agrees to host Senior Connection Center essential staff at their office.

Richard Prudom
Deputy Secretary and Chief of Staff
Department of Elder Affairs
4040 Esplanade Way
Tallahassee, FL 32399

[Signature]
Date 9/13/17

Charlotte McHenry
President / CEO
Senior Connection Center
8928 Brittany Way
Tampa, FL 33619

[Signature]
Date 8/3/17

REC'D SEP 1 8 2017
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.

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

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

DATE

3/16/14

DATE

3/16/14
Attachment 3b
Out of Town Relocation Facility
Elder Options (PSA3) Relocation Agreement
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 unusable, Elder Options agrees to host primary Senior Connection Center staff at their office in Gainesville.

Kristen Griffin, Executive Director
Elder Options
100 SW 75th Street, Suite 301
Gainesville, FL 32607

Date
4/6/18

Charlotte McHenry, Executive Director
Senior Connection Center, Inc.
8928 Brittany Way
Tampa, FL 33619

Date
4/10/18
Attachment 3c
PSA 5 Agreement
May 17, 2018

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 1, making it potentially unusable following a category 1 or greater hurricane. Although we have alternate office sites in both Pinellas and Pasco Counties, 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 regarding this disaster-related assistance.

Ann Marie Winter, Executive Director
Area Agency on Aging of Pasco-Pinellas, Inc.
PSA 5
Date: May 17, 2018

Charlotte McHenry, President/CEO
Senior Connection Center, Inc.
PSA 6
Date: 5/18/18
Attachment 4
Relocation Group
Relocation Group

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

President and CEO
Chief Operating Officer (Emergency Preparedness Coordinator)
Chief Financial Officer
Director of Contracts and Quality Assurance
Director of MIS
I&R Manager (Emergency Preparedness Coordinator)
Human Resources Manager
LTCS Manager
Volunteer Manager and SHINE Liaison
Other staff (as deemed necessary)
Attachment 5
Mission Essential Functions
<table>
<thead>
<tr>
<th>Priority Order</th>
<th>Organizational Unit</th>
<th>Mission Essential Function</th>
<th>Work Effort Status</th>
<th>Manpower Hours</th>
<th>Equipment, Systems and Vital Records/Databases</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fiscal Unit</td>
<td>Financial Support of Local Service Providers</td>
<td>= or ↑</td>
<td>4</td>
<td>PC or laptop, Telephone, Internet access, Contact numbers (Local Service Providers, FEMA, DOEA), Printer, Copier, Email access, checks (Manual operations may be necessary until systems are reinitialized)</td>
</tr>
<tr>
<td>2</td>
<td>Information and Referral (Elder Helpline)</td>
<td>Ensure the Elder Helpline is staffed to provide information to Elders and caregivers in the area</td>
<td>= or ↑</td>
<td>4</td>
<td>Telephone, PC or laptop, Hard Copy of the Database*, Blank I &amp; R forms, Sampling of brochures, Crisis Center’s Quick guide, Internet access, Email 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)</td>
</tr>
<tr>
<td>3</td>
<td>Long Term Care Services</td>
<td>Ensure that callers that are needing services are placed on the appropriate wait list for services</td>
<td>= or ↑</td>
<td>4</td>
<td>Telephone, PC or laptop, Hard Copy of the Database*, Blank 701S CIRTS forms, Sampling of brochures, Crisis Center’s Quick guide, Internet access, Email 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)</td>
</tr>
<tr>
<td>4</td>
<td>Systems Administration (MIS)</td>
<td>Continuation or reinitializing of computer systems to include CIRTS, MIP Non-Profit Series Accounting System and I &amp; R Database</td>
<td>↑</td>
<td>4</td>
<td>PC or laptop, Internet access, Email access, Data contents, Servers, Workstations, Software installation backup, flashlights and batteries.</td>
</tr>
<tr>
<td>5</td>
<td>SHINE Program</td>
<td>Dissemination of information to the volunteers as deemed necessary</td>
<td>↑</td>
<td>4</td>
<td>PC or laptop, Internet access, Email access, telephone, contact information (Manual operations may be necessary until systems are reinitialized).</td>
</tr>
<tr>
<td>6</td>
<td>Fiscal Unit</td>
<td>HCE Checks</td>
<td>=</td>
<td>4</td>
<td>PC or laptop, Telephone, Internet access, Contact numbers, Printer, Copier, Email access, checks (Manual operations may be necessary until systems are reinitialized)</td>
</tr>
<tr>
<td>7</td>
<td>Fiscal Unit</td>
<td>Payroll</td>
<td>=</td>
<td>4</td>
<td>PC or laptop, Telephone, Internet access, Contact numbers, Printer, Copier, Email access, checks (Manual operations may be necessary until systems are reinitialized)</td>
</tr>
<tr>
<td></td>
<td>Human Resource Department</td>
<td>Coordinate staff communication</td>
<td>=</td>
<td>4</td>
<td>PC or laptop, Internet access, Email access, telephone, contact information (Manual operations may be necessary until systems are reinitialized).</td>
</tr>
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</tr>
<tr>
<td>9</td>
<td>CQA and EPRT</td>
<td>Support of Local Service Providers as needed</td>
<td>↑</td>
<td>4</td>
<td>PC or laptop, Internet access, Email access, telephone, contact information (Manual operations may be necessary until systems are reinitialized).</td>
</tr>
</tbody>
</table>

* A “hard copy” and a USB drive of the resources from the Information and Referral database will be retained by the Database Specialist & Administrative Assistant and the I&R Manager. This information will be updated annually.
Attachment 6

Delegations of Authority and Order of Succession
Delegation of Authority and Order of Succession

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

“Succession” in this context pertains only to the activation of this COOP and the performance of the essential functions listed herein for the duration of the COOP activation, or until relieved by proper authority.

Within 12 hours of Declaration of Emergency being issued, SCC President and CEO will schedule a call or in-person meeting with Senior Management and EPRT members and activate COOP.

Conference call information:

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

Chief Operating Officer

Chief Financial Officer

Vice President of Marketing & Communications / Public Information Officer (with the assistance of a member of CQA Team)

*Leader Pin to be used by members of Senior Management to initiate the conference call.
Attachment 7
Log of Daily Activities
<table>
<thead>
<tr>
<th>Event</th>
<th>Action</th>
<th>Contact</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>
Attachment 8a
Staff/Family Disaster Prep Plan (template)
STAFF / FAMILY DISASTER PREPAREDNESS PLAN

DATE: ____________________________

NAME: ____________________________  POSITION: ____________________________

SUPERVISOR: ____________________________  HOME PHONE: ____________________________

ALTERNATE PHONE: ____________________________

STREET ADDRESS: ____________________________

Briefly indicate directions from the Senior Connection Center to your home using approximate mileage and a description of your home.

______________________________________________________________________________

______________________________________________________________________________

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Relationship</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>_____________</td>
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<tr>
<td>_____________</td>
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<td>________________________________</td>
</tr>
</tbody>
</table>

Indicate your family-plan for a disaster warning:
Stay at Home
Go to a shelter
Go to another family member’s home: □ Local □ Out of Town
Go to a friend’s home: □ Local □ Out of Town
Go to a hotel: □ Local □ Out of Town
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.):

__________________________________________________________________________
Attachment 8b
Collocated Staff Disaster Prep Plan (template)
COLLOCATED STAFF DISASTER PREPAREDNESS PLAN

DATE: ______________________________

NAME: ______________________________ POSITION: ______________________________

AGENCY: ____________________________ HOME PHONE: ____________________________

SUPERVISOR: _________________________ 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: ☐ Local ☐ Out of Town
☐ Go to a friend’s home: ☐ Local ☐ Out of Town
☐ Go to a hotel: ☐ Local ☐ Out of Town
☐ 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
Attachment 9

Personnel Roster (blank)
<table>
<thead>
<tr>
<th>Date</th>
<th>Name</th>
<th>Time In</th>
<th>Time Out</th>
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<tbody>
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</table>
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

Emergency Contacts (LSP and DOEA)
<table>
<thead>
<tr>
<th>Agency</th>
<th>Address</th>
<th>Contact</th>
<th>Day Phone</th>
<th>Home Phone</th>
<th>Cell Phone</th>
<th>Beeper</th>
<th>Fax</th>
<th>Satellite</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hillsborough County Department of Aging</td>
<td>601 E. Kennedy Blvd. 16th Floor</td>
<td>Tracy Gogichaishvili Director</td>
<td>(813) 272-6315</td>
<td></td>
<td></td>
<td></td>
<td>(813) 272-6862</td>
<td></td>
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<tr>
<td>Services</td>
<td>Tampa, FL 33602</td>
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</tr>
<tr>
<td>Hillsborough County Department of Aging</td>
<td>601 E. Kennedy Blvd. 16th Floor</td>
<td>Mary Jo McKay, Manager</td>
<td>(813) 272-6263</td>
<td></td>
<td></td>
<td></td>
<td>(813) 272-6862</td>
<td></td>
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<tr>
<td>Services</td>
<td>Tampa, FL 33602</td>
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</tr>
<tr>
<td>Hillsborough County Department of Aging</td>
<td>601 E. Kennedy Blvd. 16th Floor</td>
<td>Karla Munoz, Manager</td>
<td>(813) 274-6962</td>
<td></td>
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<td>(813) 272-6862</td>
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<tr>
<td>Services</td>
<td>Tampa, FL 33602</td>
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<tr>
<td>Hillsborough County Department of Aging</td>
<td>601 E. Kennedy Blvd. 16th Floor</td>
<td>Yolanda Gadson, Coordinator</td>
<td>(813) 274-6963</td>
<td></td>
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<td>(813) 272-6862</td>
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<tr>
<td>Services</td>
<td>Tampa, FL 33602</td>
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<tr>
<td>Hillsborough County Department of Aging</td>
<td>601 E. Kennedy Blvd. 16th Floor</td>
<td>Patti Douglas, Accountant III</td>
<td>(813) 272-5117</td>
<td></td>
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<td>813) 272-6862</td>
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<td>Services</td>
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<tr>
<td>Hillsborough County Department of Aging</td>
<td>601 E. Kennedy Blvd. 16th Floor</td>
<td>Patricia Otero, Coordinator, business Analysis &amp; Customer Service</td>
<td>(813) 307-3406</td>
<td></td>
<td></td>
<td></td>
<td>(813) 272-6862</td>
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<td>Services</td>
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<tr>
<td>Agency</td>
<td>Address</td>
<td>Contact</td>
<td>Day Phone</td>
<td>Home Phone</td>
<td>Cell Phone</td>
<td>Beeper</td>
<td>Fax</td>
<td>Satellite</td>
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<tr>
<td>Hillsborough County Department of Aging Services</td>
<td>601 E. Kennedy Blvd, 16th Floor Tampa, FL 33602</td>
<td>Bryan Eckhart, Quality Manager, Quality Management and business Information</td>
<td>(813) 272-5935</td>
<td></td>
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</tr>
<tr>
<td>Hillsborough County Department of Aging Services</td>
<td>4102 West Spruce Street, Tampa, FL</td>
<td>Anika Coney, Manager, Adult Day Services</td>
<td>(813) 867-8964</td>
<td></td>
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</tr>
<tr>
<td>Manatee County Community Services</td>
<td>1112 Manatee Ave. West 5th Floor Bradenton, FL 34205</td>
<td>Ava Ehde, Interim Director of Neighborhoo d Services Department</td>
<td>(941) 749-3030 ext. 6301</td>
<td>(941) 749-3040</td>
<td></td>
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</tr>
<tr>
<td>Manatee County Community Services</td>
<td>1112 Manatee Ave. West 3rd Floor Bradenton, FL 34205</td>
<td>Tracie Adams, Human Svcs Pgm Manager</td>
<td>(941) 749-3030</td>
<td></td>
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</tr>
<tr>
<td>Meals on Wheels Plus</td>
<td>811 23rd Ave. E. Bradenton, FL 34208</td>
<td>Judi Bjork, VP Client Activity and Events</td>
<td>941-749-0100 Ext. 2114</td>
<td></td>
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<tr>
<td>Agency</td>
<td>Address</td>
<td>Contact</td>
<td>Day Phone</td>
<td>Home Phone</td>
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</tr>
<tr>
<td>Meals on Wheels Plus</td>
<td>811 23rd Ave. E. Bradenton, FL 34208</td>
<td>Haskell Gates, Chief Financial Officer</td>
<td>941-749-0100</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>941-746-7040</td>
</tr>
<tr>
<td>Mid Florida Community Services, Inc.</td>
<td>820 Kennedy Blvd Brooksville, FL 34601</td>
<td>Mat Kline, COO</td>
<td>352-796-5223 x205</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>352-796-9952</td>
</tr>
<tr>
<td>Mid Florida Community Services, Inc.</td>
<td>820 Kennedy Blvd Brooksville, FL 34601</td>
<td>Steve Homan, Director, Senior Services</td>
<td>352-796-1425 x213</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>352-796-9952</td>
</tr>
<tr>
<td>Mid Florida Community Services, Inc.</td>
<td>1290 Golfview Avenue Suite 202, Bartow, FL 33830</td>
<td>Martika McCoy, Nutritional Program Supervisor</td>
<td>863-534-5326</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>863-534-0314</td>
</tr>
<tr>
<td>Mid Florida Community Services, Inc.</td>
<td>820 Kennedy Blvd Brooksville, FL 34601</td>
<td>Kayla Jones, Nutritional Program Manager</td>
<td>352-796-1426 x115</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>352-797-2298</td>
</tr>
<tr>
<td>Seniors First, Inc.</td>
<td>1290 Golfview Avenue Bartow, FL 33830</td>
<td>Latonya Bynes, Program Director</td>
<td>863-519-1020</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>863-534-5352</td>
</tr>
<tr>
<td>Agency</td>
<td>Address</td>
<td>Contact</td>
<td>Day Phone</td>
<td>Home Phone</td>
<td>Cell Phone</td>
<td>Beeper</td>
<td>Fax</td>
<td>Satellite</td>
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<tr>
<td>NU-HOPE Eldercare Services, Inc.</td>
<td>6414 U. S. Hwy 27 South Sebring, FL 33876</td>
<td>Ingria Gardner, Executive Director</td>
<td>863-382-2134</td>
<td></td>
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</tr>
<tr>
<td>NU-HOPE Eldercare Services, Inc.</td>
<td>6414 U. S. Hwy 27 South Sebring, FL 33876</td>
<td>Debbie Slade, In-Home Services Director</td>
<td>863-382-2134</td>
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<tr>
<td>NU-HOPE Eldercare Services, Inc.</td>
<td>6414 U. S. Hwy 27 South Sebring, FL 33876</td>
<td>Laurie Murphy, Resource Development Director</td>
<td>863-382-2134</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NU-HOPE Eldercare Services, Inc.</td>
<td>301 N. 8th Avenue, Wauchula, FL 33873</td>
<td>Ruth Long, Branch Manager (Hardee County)</td>
<td>863-773-2022</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DOEA</td>
<td>4040 Esplanade Way Tallahassee, FL 32399</td>
<td>Page Merkison, ECO</td>
<td>850-414-2324</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DOE Agency</td>
<td>Address</td>
<td>Contact Person</td>
<td>Phone Number</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>------------</td>
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<tr>
<td>DOE</td>
<td>4040 Esplanade Way, Tallahassee, FL 32399</td>
<td>Tommy Cleversy, Alt ECO</td>
<td>850-414-2365</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Attachment 12
Emergency Contacts
(EPRT and Relocation Group)
# EPRT and Relocation Group Contact Information

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>EPRT</th>
<th>Relocation Group</th>
<th>Ext.</th>
<th>Home</th>
<th>Cell</th>
</tr>
</thead>
<tbody>
<tr>
<td>Katie Parkinson</td>
<td>Chief Operating Officer</td>
<td>Emergency Preparedness Coordinator</td>
<td>Yes</td>
<td>5574</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zeke Barbosa</td>
<td>I&amp;R Manager</td>
<td>Emergency Preparedness Coordinator</td>
<td>Yes</td>
<td>5587</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Charlotte McHenry</td>
<td>President and CEO</td>
<td>Emergency Preparedness Coordinator, Alternate</td>
<td>Yes</td>
<td>5582</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frank Wagoner</td>
<td>Director of MIS</td>
<td>EPRT Member</td>
<td>Yes</td>
<td>5579</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jody Bone</td>
<td>Chief Financial Officer</td>
<td>EPRT Member</td>
<td>Yes</td>
<td>5575</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phil Hollister</td>
<td>Director of Contracts and Quality Assurance</td>
<td>EPRT Member</td>
<td>Yes</td>
<td>5589</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lauren Cury</td>
<td>LTCS Manager</td>
<td>EPRT Member</td>
<td>Yes</td>
<td>5613</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kyrie-Leigh Chambliss</td>
<td>Volunteer Manager/SHINE Liaison</td>
<td>EPRT Member</td>
<td>Yes</td>
<td>5593</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sondra Santiago</td>
<td>HR Manager</td>
<td>EPRT Member</td>
<td>Yes</td>
<td>5581</td>
<td></td>
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</tr>
</tbody>
</table>
Attachment 13
Emergency Operations Centers
## Emergency Operations Centers
### Primary Phone Numbers

<table>
<thead>
<tr>
<th>County</th>
<th>Contact Person</th>
<th>Email</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hillsborough</td>
<td>Preston Cook (Director)</td>
<td><a href="mailto:cookpr@hillsboroughcounty.org">cookpr@hillsboroughcounty.org</a></td>
<td>813-236-3800</td>
</tr>
<tr>
<td></td>
<td>Ted Williams (Senior Program Coordinator)</td>
<td><a href="mailto:WilliamsT@hillsboroughcounty.org">WilliamsT@hillsboroughcounty.org</a></td>
<td>(813) 272-6624</td>
</tr>
<tr>
<td>Polk</td>
<td>Paul Womble</td>
<td><a href="mailto:PaulWomble@polk-county.net">PaulWomble@polk-county.net</a></td>
<td>863-298-7000</td>
</tr>
<tr>
<td>Polk</td>
<td>Judy Robinson (Special Needs)</td>
<td><a href="mailto:judyrobinson@polk-county.net">judyrobinson@polk-county.net</a></td>
<td>863-298-7027</td>
</tr>
<tr>
<td>Manatee</td>
<td>Sherilyn Burris (Director)</td>
<td><a href="mailto:sherilyn.burris@mymanatee.org">sherilyn.burris@mymanatee.org</a></td>
<td>941-749-3500</td>
</tr>
<tr>
<td>Manatee</td>
<td>Joel Richmond (Special Needs)</td>
<td><a href="mailto:joel.richmond@mymanatee.org">joel.richmond@mymanatee.org</a></td>
<td>941-749-3500 ext.1672</td>
</tr>
<tr>
<td>Highlands</td>
<td>Scott Canaday</td>
<td><a href="mailto:SCanaday@hceoc.org">SCanaday@hceoc.org</a></td>
<td>863-385-1112</td>
</tr>
<tr>
<td>Highlands</td>
<td>LaTosha Reiss</td>
<td><a href="mailto:Ireiss@hceoc.org">Ireiss@hceoc.org</a></td>
<td>863-402-6800</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(during activation)</td>
</tr>
<tr>
<td>Hardee</td>
<td>Jill Newman</td>
<td><a href="mailto:Jill.Newman@hardeecounty.net">Jill.Newman@hardeecounty.net</a></td>
<td>863-773-6373</td>
</tr>
<tr>
<td>Hardee</td>
<td>Jerri Kaplan (Program Manager)</td>
<td><a href="mailto:jerri.kaplan@hardeecounty.net">jerri.kaplan@hardeecounty.net</a></td>
<td>863-773-6673</td>
</tr>
</tbody>
</table>
Attachment 14

Disaster Event Preliminary Report Form
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.
Attachment 15a

Emergency Memorandum

- Preparation to Implementation (blank)
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 15b
Emergency Memorandum
- Implementation (blank)
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.
Attachment 16

Supplies
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 Emergency Preparedness Coordinators 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
- MiFi’s (mobile Wi-Fi hotspots) from different carriers, if possible.
- Pens and pencils
- Scissors
- Transparent tape
- Blank flash drives
- 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
Attachment 17

SCC Organizational Chart
Senior Connection Center
8928 Brittany Way
Tampa, FL 33619
Organizational Chart

As of May 22, 2018
Attachment 18

Pandemic Flu Protocols
Pandemic Flu Protocols

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 based on local public health advisories. A Mission Essential Function is a function that must be continued throughout, or resumed rapidly after, a disruption of normal operations.

3. A communication plan is currently in effect 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 or personal 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 and 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.
Attachment 19

Phone System Outage Flowchart
Power Available in Building?

Yes

Phone System Working?

Yes

Resume Normal Operations

No

CenturyLink Automatically Routes Callers to Virtual PBX at Innoport.com (1-813-600-6991)

Innoport System Submits Recordings to Google Group (disaster@sccmail.org)

Messages in Group Set to Immediately Forward to Key I&R Staff

Key I&R Staff Listen to Messages and Make Call Backs as Needed
Attachment 20
Disaster Resources (Formal and Informal)
**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
Staff Training Activities Log
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<th>Date and Time</th>
<th>Activity</th>
<th>Staff Present</th>
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Attachment 22
Maps and Evacuation Routes
Alternate Senior Connection Center Facility

**DOEA CARES 6A Office**

8928 Brittany Way, Tampa, FL 33619-4306

701 W Fletcher Ave, Tampa, FL 33612-3422

Total Distance: 14.97 mi — Total Time: 25 mins
Driving directions DOE A CARES 6A - 701 W. Fletcher Ave, Tampa, FL 33612

8928 Brittany Way, Tampa, FL 33619-4306

Head toward Kelsey Ln on Brittany Way

Turn right onto Kelsey Ln

Turn left onto E Adamo Dr (SR-60)

Turn left and take ramp onto SR-618-TOLL (Selmon Expy) toward Salmon Expressway/SR-518 W

Take exit 10 toward I-275/Tampa Int'l Airport onto I-4 W (SR-400)

Take the exit toward Ocala onto I-275 N (SR-93)

Take exit 52 toward CR-582A/Fletcher Ave/Hospital

Turn left onto E Fletcher Ave (SR-579)

Arrive at W Fletcher Ave (CR-582A). Your destination is on the right.

701 W Fletcher Ave, Tampa, FL 33612-3422
Alternate Senior Connection Center Facility

**DOEA CARES 6B Office**

A 8928 Brittany Way, Tampa, FL 33619-4306
B 300 N Kentucky Ave, Lakeland, FL 33801-4808

Total Distance: 29.65 mi — Total Time: 39 mins
Driving directions DOE CARES 6B - 300 N Kentucky Ave, Suite 302, Lakeland, FL 33801

Head toward S US Highway 301 on Brittany Way

→ Turn left onto S US Highway 301 (US-301)

↑ Take ramp onto I-4 E (SR-400) toward Orlando/I-75

♣ Take exit 28 toward Lakeland/US-92 onto SR-546 (W Memorial Blvd)

→ Turn right onto N Florida Ave (US-88)

← Turn left onto E Bay St

Arrive at E Bay St. Your destination is on the left.
Alternate Senior Connection Center Facility

**Elder Options Office**
Driving directions Elder Options - 100 SW 75th Street, Suite 301, Gainesville, FL 32607

Yahoo! Maps

A 8928 Brittany Way, Tampa, FL 33619-4306
B 100 SW 75th St, Gainesville, FL 32607-5774

Total Distance: 134.44 mi — Total Time: 2:09 h

Head toward S US Highway 301 on Brittany Way

Turn left onto S US Highway 301 (US-301)

Turn right onto E Adamo Dr (SR-60 E) toward Adamo Dr East

Take ramp onto I-75 N (Sr-93A) toward Ocala

Take exit 307 toward SR-26 W/Newberry

Turn left onto W Newberry Rd (SR-26)

Turn left onto NW 75th St

Turn right onto SW 1st Pl

Arrive at SW 1st Pl. Your destination is on the right.
Alternate Senior Connection Center Facility

Area Agency on Aging of Pasco-Pinellas, Inc. Office
Driving directions Area Agency on Aging of Pasco - Pinellas – 9549 Koger Blvd, Suite 100, St. Petersburg, FL 33702

8928 Brittany Way, Tampa, FL 33619-4306

9549 Koger Blvd N, St Petersburg, FL 33702-2415

Total Distance: 21.04 mi — Total Time: 32 mins

Head toward Kelsey Ln on Brittany Way

Turn right onto Kelsey Ln

Turn left onto E Ademo Dr (SR-60)

Turn left and take ramp onto SR-518-TOLL (Salmon Expy) toward Selmon Expressway/SR-618 W

Take exit 1B toward Gandy Blvd/St Petersburg onto US-92 W (W Gandy Blvd)

Keep right on N Frontage Rd (US-92 W) toward SR-687/SR-686 W/4th Street N/Roosevelt Blvd

Turn left on 4th St N (US-92 W) toward SR-687 S/4th Street N/Southbound

Turn right onto Koger Blvd N

Arrive at Koger Blvd N. Your destination is on the left.
Attachment 23

Glossary
Glossary

AAA  Area Agency on Aging
ADRC  Aging and Disability Resource Center
COOP  Continuity of Operations Plan
DEM  Division of Emergency Management
ECO  Emergency Coordinating Officer
EOG  Executive Office of the Governor
EPRT  Emergency Preparedness Response Team
ESD  Emergency Services Director
FEMA  Federal Emergency Management Assistance
LSP  Local Service Provider
PSA  Planning and Service Area
SCC  Senior Connection Center, Inc.
VOIP  Voice over Internet phone