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**Describe the Area Agency's strategy on coordinating activities and developing long-range emergency preparedness plans with local and State emergency response agencies, relief organizations, local and State governments and other institutions that have responsibility for disaster relief service delivery.**

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### Purpose

The purpose of this plan is to work effectively with federal, state, and community providers of services during emergencies. The management staff and emergency coordinator at our agency will review the agency's emergency operations plan at least once every three years, annually if needed, and revise it as needed and appropriate.

### Basic Roles and Responsibilities

We will work with the Department on Aging to secure training and develop plans regarding the National Incident Management System and the Continuity of Operations Plan during major emergencies. We will notify the Department on Aging of all local emergency agencies and / or receive notification of an emergency with instructions from the Department on Aging. We are responsible for activating our emergency plan. Our emergency coordinator will assume primary responsibility for implementing our plan. If our emergency coordinator is unavailable, alternative contacts are available herein.

Based on the information received that determines the scope and level of the emergency, our coordinator will conduct the following activities.

1. We will establish communications with the affected community senior centers to determine the extent of the emergency. The "AAA Emergency Checklist Preliminary Report" will be used to transmit the collected information to IDOA. Regular communication with the Emergency Coordinator at IDOA will be ongoing.
2. We will ensure that either our agency or the community senior centers are represented at the Emergency Application Center and / or assist with telephone registration to access and advocate for older persons who come to obtain needed assistance.
3. We will monitor all aging network service providers to ensure they are providing appropriate services to all older victims, as well as their regular clients. We will provide technical assistance on issues that arise in day-to-day delivery of service to older victims, and provide follow-up and regular monitoring of agencies.
4. If the area has been declared a federal or state emergency/disaster area, we will access and provide federal reimbursement to the community senior centers and other service providers for authorized expenses incurred in providing emergency services. We will advise the community senior centers about reimbursement policies and reporting requirements. We will report demographics, narrative accounts and itemized expenditures to IDOA in order to enable reimbursements.
5. We will identify available and accessible resources to meet the specific needs of older people, caregivers, and individuals raising the children of their relatives that may have

functional needs as described by the National Framework's definition of Functional Needs. We will publish these resources in our office manuals.

6. We will provide a link on our website to the FEMA Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters. We will follow this guidance provided by FEMA during an emergency.

Community senior centers and other service provider agencies that are designated as a focal point or Aging & Disability Resource Center (ADRC) by our agency will be required to sign assurances that they will assist older victims during an emergency. There is at least one senior center designated as a focal point in each of the thirteen counties in our area. There is one ADRC site in our area.

The roles of senior center focal points and ADRC site are as follows.

1. The senior center focal points and ADRC site furnished us with telephone numbers for their contact personnel. Each senior center focal point and ADRC site is required to establish appropriate working relationships with county and local emergency management agencies and local community based agencies.
2. During/after an emergency, the senior center focal points will work with emergency personnel to assess the scope and severity of the situation and report to our agency the information requested on the Emergency Check List Preliminary Report. The senior center focal points will notify our agency of any interruption in their normal service delivery.
3. To the extent possible, the senior center focal points will be present at the emergency application center and/or assist with telephone registration to provide linkage of older victims to appropriate emergency assistance agencies and arrange provision of needed services.
4. The senior center focal points will document all activities and collect basic demographic information, as this will be needed if reimbursement funding becomes available. Reimbursement can only be provided for emergency services that cannot be provided through the emergency relief network or other community resources. Reimbursement can be provided only for expenditures made by the senior center focal points (not the victims), and approved and funded by the Department on Aging.

#### Coordination Agreements

We will cooperate with appropriate agencies and organizations when there is a federal and/or state declaration of emergency/disaster, including providing mutual aid to other Area Agencies in Illinois in need during an emergency.

We will continue our working relationship with the Little Egypt Chapter of the American Red Cross. Staff from both agencies have worked together to assist victims of emergencies since at least 1993.

We include an assurance of cooperation in cases of emergency in our grants/contracts with all senior center focal points and ADRC site. This assurance requires that each grantee/contractor assist older victims of emergencies.

#### Assessment of Need to Mobilize

Our agency's emergency coordinator will determine when there is a need to mobilize these emergency procedures and will ensure that the proper procedures are followed, including cooperation with appropriate emergency agencies, by using written procedures for the appropriate emergency. These procedures include the following.

1. Emergency call lists of all persons on and off site who would be involved in responding to an emergency, their responsibilities and their 24-hour telephone numbers.
2. We will encourage community senior centers to keep building maps and lists that indicate utility cutoffs, nearest water hydrants, water main valves, water lines, gas main valves, gas lines, electrical cutoffs, electrical substations, storm drains, sewer lines, floor plans, alarm, fire extinguishers and suppression systems, exits, escape routes, and high value items.
3. We will encourage community senior centers to keep a list of resources (equipment, supplies, services) on their premises that could be used in an emergency; including mutual aid agreements with other agencies, companies, and government agencies.

#### Advocacy

We serve as an advocate on behalf of older persons who are victims of emergencies. We provide information to service providers about emergency procedures, keep area legislators informed of the service needs of older victims, and release information about how to prepare for and avoid being a victim of emergencies. We coordinate with other agencies to assist older victims, monitor the services provided to older victims, serve as a clearinghouse for information relating to older victims, provide other advocacy groups in our area with information on issues that affect older victims, and work with nursing homes and assisted living facilities to help them be prepared.

#### Outreach

We fund several agencies to provide Outreach, Case Management (CM), and Legal Assistance. We require our funded provider agencies to initiate contact with or on behalf of older persons for identifying older victims of emergencies, and to encourage them to use existing services and benefits.

Training is required for Outreach and CM staff members on the availability of community resources. Outreach and CM activities include search and find activities, informing older victims of benefits and services available, encouraging older victims to participate in Aging network and other services, assisting older victims to gain access to needed services, and following up on the activities conducted to determine if their needs have been met.

Legal Assistance services are utilized to help victims of emergencies with legal issues, i.e., legal rights, etc.

#### Follow-Up Services

We provide follow-up information, training, technical assistance, and program and financial report reviews. Provider agencies are required to comply with federal and state rules, such as fire, safety, and public health and sanitation. We will survey older victims, and professionals who work with them, in order to obtain information to serve their needs best.

We conduct on site monitoring and evaluation of provider agencies no less than once each year, usually twice per year, in order to ensure that they are following all appropriate policies, procedures, and assurances.