

AREA AGENCY ON AGING IV
EMERGENCY PREPAREDNESS PLAN
CONTINUITY OF OPERATIONS

TO MEET THE NEEDS OF SENIORS IN THE EVENT OF NATURAL OR
MAN-MADE DISASTER OR OTHER WIDESPREAD EMERGENCY

National, State and Local Roles:

National Role: The Administration for Community living provides national guidance and funding to the State Units on Aging to be distributed to the Area Agencies on Aging. The College of Southern Idaho Office on Aging (PSA IV) supports disaster planning efforts by participating in funding awards during emergencies and collaborates with ICOA to implement a local disaster plan strategy.

In addition, PSA IV promotes emergency preparation resources to the public through email distribution and social media.

State: PSA IV is responsible to respond to any coordination efforts initiated by Idaho Commission on Aging (ICOA) during regional emergencies. The ICOA is a supporting agency in the Idaho Office of Emergency Plan and is responsible for coordinating senior services during statewide emergencies through the Area Agencies on Aging.

<https://ioem.idaho.gov/wp-content/uploads/sites/57/2020/07/2019-Idaho-Emergency-Operations-Plan.pdf>

The responsibility to ensure services continue without interruption is listed in the PSA IV and ICOA Contract.

Continuity of Services. The Contractor recognizes that the services provided under this Contract are vital to the ICOA and must be continued without interruption. The Contractor further recognizes that upon Contract expiration or termination, a successor, either the ICOA or another entity, may continue services within the PSA. Upon notification of termination the Contractor must provide a transition plan subject to the approval of the ICOA that minimizes any negative effects to the consumers and provide for an orderly and controlled transition to the ICOA. (ICOA Performance Based Agreement; Item 20)

Local: PSA IV is currently coordinating with the eight South Central Idaho County Emergency Management Offices developing Memorandum of Understanding (MOU's) to establish clear lines of communications and outlining responsibilities in the event of an emergency or local disaster.

Senior center providers are required to describe emergency procedures during the application process to be a nutrition provider, and to ensure no loss of services occur during emergencies. Senior centers are also required by contract to have an emergency plan in place which is part of their annual review. In addition, Service providers are required to provide at a minimum 30-day notices before contract termination and 24 hours before or after changes in service delivery schedules.

Basic Components of an Area-Wide Disaster Plan:

CSI office on Aging Position responsible for implementation of PSA Emergency Plan

Title	POSITION
Director (Essential)	David Thompson Phone: 208-732-2122 Email: dfthompson@csi.edu
Project Manager (Essential)	Angel Jewell Phone: 208-732-2122 Email: ADJewell@csi.edu

PSA IV Staff:

Department	Staff	Responsibility
Administration:	David Thompson, Director Phone: 208-933-2389 dfthompson@csi.edu JoHanna Lloyd, Contracts and Nutrition Phone: 208-732-2122 JCLloyd1@csi.edu Angel Jewell, Information and Assistance Phone: 208-732-2122 ADJewell@csi.edu	• Communicate with providers • Communicate with parent organization (CSI) • PSA IV Website Notification • Communications with PSA staff • Communicate with Media services • Communicate with County Emergency Managers
Adult Protection (Essential)	Mike Kestie, APS Manager Phone: 208-732-2122 Email: MKestie@csi.edu	• Communication with Adult Protection team • Communication with law enforcement and as needed • Communication with vulnerable adults when possible

OFFICE ON AGING

650 Addison Ave W 4th Floor,
PO BOX 1238
Twin Falls, ID 83303-1238
Phone: (208) 736-2122
Fax: (208) 736-2126

Ombudsman (Essential)	Marylin Shiroma Phone: 208-732-2122 Email: mshiroma@csi.edu	• Communication with Ombudsman staff • Communication with facilities • Communication with ICOA Ombudsman program manager
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Alternate AAA business location if primary office is inaccessible or uninhabitable:

LOCATION NAME AND ADDRESS	Essential needs
(Alternate 1) College of Southern Idaho 315 Falls Ave Twin Falls, ID 83301	Access to workspace Access to telephone Access to network Access to internet
(Alternate 2) Remote Work for designated essential.	

Personal and community disaster preparedness information:

Information is shared on social media and in the PSA office. PSA staff provides personal and community disaster preparedness information by phone, email and the PSA website. The information provided to clients, service providers and the public is provided by a variety of sources including: • Centers for Disease Control and Prevention • Red Cross • ready.gov website • Idaho Office of Emergency Management • Twin Falls County Office of Emergency Management • https://acl.gov/emergencypreparedness

Local Emergency coordinators and Red Cross coordinators in EACH county or city with whom the AAA coordinates emergency planning for the needs of older citizens, and will collaborate during an emergency or disaster situation:

AGENCY NAME AND ADDRESS	COUNTY/ OTHER JURISDICTION	CONTACT NAME	PHONE / E-MAIL
Twin Falls County Office of Emergency Management 630 Addison Ave West Twin Falls, ID 83303	Twin Falls County	Jackie Frey	(208) 736-4234 jfrey@tfco.org
Jerome County Emergency Management 2151 S. Tiger Drive Jerome, ID 83338	Jerome County	Kirsten Hartley	(208) -644-2707 khartley@co.jerome.id.us
Blain County Disaster Services 1650 Aviation Drive Hailey, ID 83333	Blaine County	Chris Corwin	(208) 859-9618 ccorwin@co.blaine.id.us
Camas County Sheriff's Office 119 Willow Ave W Fairfield, ID 83327	Camas County	Sheriff Travis	(208) 764-2261 sheriff@camascounty.id.gov
Gooding County Emergency Management 145 7 th Ave E, Gooding, ID 83330	Gooding County	Missy Shurtz	(208) 731-9682 mshurtz@goodingcountyid.gov
Lincoln County Emergency Management 112 B St. Shoshone, ID 83352	Lincoln County	Toni Lee	(208) 751-6954 tlee@lincolncountyid.gov
Minidoka County Disaster Services 724 H Street Rupert, ID 83350	Minidoka County	Kim Vega	(208) 431-1802 klvega@minidokamemorial.com
Cassia County Sheriff's Office 1495 Overland Ave Burley, ID 83313	Cassia County	Jennifer Gee	(208) 431-0955 jgee@cassiacounty.org

Included clauses in contracts, grants and agreements with service providers describing and assuring their response during a disaster or emergency.

The Service Provider agrees that it shall, to the reasonable best of its ability, perform such activities and services, as requested, prior, during and after any declared emergency or disaster, with local, State and Federal emergency response agencies, relief organizations, local, state, and federal governments, and any other institutions (including local emergency preparedness committees and the OOA) that have responsibility for disaster relief service delivery.

List service providers of major programs (transportation, nutrition, homemaker, etc.) with whom the AAA will coordinate emergency services.

Ageless Senior Citizens, Inc. 310 Main St. North (P.O. Box 403) Kimberly, ID 83341 Point of Contact: Beth Sigler Phone: 208-944-9617 Email: kimberlyseniorcenter@gmail.com	The Senior Connection 721 Third Ave. S. (P.O. Box 28) Hailey, ID 83333 Point of Contact: Jovita Piña Phone: 208-788-3468 Email: Jovita@seniorconnectionidaho.org
Camas County Senior Center 129 West Willow (P.O. Box 217) Fairfield, ID 83327 Point of Contact: Amanda Hulme Phone: 208-764-2226 mandie.hulme@camasseniors.org	Filer Senior Haven 222 Main (P.O. Box 288) Filer, ID 83328 Point of Contact: Cheryl Carr Phone: 208-326-4608 cheryl.filerseniors@gmail.com
Burley Senior Center (Golden Heritage Senior Center) 2421 Overland (P.O. Box 395) Burley, ID 83318 Phone: 208-878-8646 Point of Contact: Britt Bird burleyseniorcenter@outlook.com	Golden Years Senior Center 218 N. Rail W. (P.O. Box 399) Shoshone, ID 83352 Phone: 208-886-2369 Point of Contact: Mark Crothers goldenyr@qwestoffice.net
Gooding Senior Center 308 Senior Ave. Gooding, ID 83330 Point of Contact: Kathy Molt Phone: 208-934-5504 goodingseniors@live.com	Hagerman Valley Senior Center 140 East Lake (P.O. Box 509) Hagerman, ID 83332 Point of Contact: Neva Reedy (Nan) Phone: 208-837-6120 hvcscenter@gmail.com
Jerome Senior Citizen Center 520 North Lincoln Jerome, ID 83338 Point of Contact: Sheila Harmon Phone: 208-324-5642 jeromeseniorcenter520@gmail.com	Lorna Reeder Senior Center 400 West Market (P.O. Box 45) Albion, ID. 83311 Point of Contact: David and Sheri Bell Phone: 208-673-6210; 208-647-4550 lornareedersc@gmail.com
Minidoka County Senior Center 702 11 th Street Rupert, Idaho 83350 Point of Contact: Penny Shell Phone: 208-436-9107 pennyschell89@gmail.com	Oakley Valley Senior Citizens 135 W Main St. Oakley, Idaho 83346 Point of Contact: Wendy Dulieu / Patty Hicks Phone: 717-476-8823 oakleysencen@gmail.com
Silver & Gold Senior Center	Twin Falls Senior Citizen Federation



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210 Wilson (P.O. Box 331) Eden, ID 83325 Point of Contact: Pam Brunning Phone: 208-825-5662 bruningpat@gmail.com	530 Shoshone St. W. (P.O. Box 23) Twin Falls, ID 83303 Point of Contact: Desariee Johnston / Tina Wright Phone: 208-734-5084 director@tfseniorcenter.net
Wendell Senior Center 380 1 st Avenue East (P.O. Box 513) Wendell, ID 83355 Point of Contact: Jan Gooding Phone: 208-536-9951 Email: wendellseniorcenter@gmail.com	West End Senior Citizens Center 1010 Main Buhl, ID 83316 Point of Contact: Lynette Butler Phone: 208-543-4577 buhlseior1234@gmail.com
Carey Meal Site: 20482 Main St. Carey, ID 83320 Point of Contact: Cyndi Ochoa Phone: 208-788-3469	Richfield Meal Site: 130 S. Main Richfield, ID 83349 Point of Contact: Mark Crothers Phone: 208-886-2370

AGENCY	ADDRESS	CONTACT	CITY/COUNTY SERVED	SERVICES	PHONE
Abigail's In Home Care	1711 Overland Ste C, Burley, Idaho 83318	Kandace Durfee abigailsihc1@outlook.com	Minidoka and Cassia counties	HMK & Respite	208-878-7777
An Angels Touch In-Home Care	430 Nicole Drive Jerome, ID 83338	Crystal Rubink angels.touch@hotmail.com	Gooding, Wendell, Buhl, Jerome, Shoshone, Hansen, Kimberly, TF Possibly Eden	HMK & Respite	208-324-5605
Blaine Co. Senior Ct.	721 3 rd Ave S. Hailey, ID 83333	Teresa Lipman or Kate Phillips teresa@seniorconnectidaho.org	All of Blaine County	HMK & Respite	208-788-3468
Jewel's Home Care	1411 Falls Ave E STE 601 Twin Falls, ID 83301	Julie Mills jewelshomecare@hotmail.com	Hansen, Kimberly, Twin Falls	HMK & Respite	208-733-6849
Loving Hands	560 Filer Ave STE D Twin Falls, ID 83301	Armen Gyurdzhnyants lovinghandsidaho@yahoo.com	TF, Kimberly, Possibly Buhl, Jerome, Filer	HMK & Resp	208-734-3001

Mini-Cassia Hearts 4 Seniors	135 E 23rd Drive Burley Idaho 83318	Holli Rowe holli@hearts4seniors.net	Minidoka and Cassia counties	HMK & Resp	208-312-5715
Minidoka Home Assistant Services	1218 9 th St. STE #4, Rupert, ID 83350	Brandy Lewis brandy@minidoka.memorial.com	Burley, Rupert, Paul, Declo, Acequa, Heyburn	HMK Only	208-436-9019
Stone Bridge Assisted Living	110 River Rock Place, Hagerman ID 83332	Bonnie Gaber, Cathy Deruiter, Brittney deruiter1961@yahoo.com	Hagerman, Bliss, Wendell, Gooding, TF, Buhl	HMK & Respite	208-837-4153
Visions Home Care	455 Parkview Loop Twin Falls, ID 83301	Tammie Harr yhc@visionshomecare.com	TF, Filer, Kimberly, Buhl, Jerome	HMK & Respite	208-732-8100

Does the AAA have a process to identify homebound, frail, disabled, isolated and/or vulnerable clients who may need assistance in the event of a man-made or natural disaster:

Information is maintained on the statewide Management information system (MIS). All recipients of Home Delivered Meals, Homemaker, Chore, Respite and Case Management Services have addresses and/or directions to their home accessed through the statewide MIS database (Get Care). The database has client demographics and emergency contact information to determine the status of the individual that there may be a concern about.

Provide a process for “call downs” to service providers, nursing homes and residential care facilities, individual case management clients, etc., to check on their preparedness status and welfare in the event of an emergency:

Personnel assigned to call providers, facilities, and residents will regularly maintain updated provider contact information in case of emergency. When an emergency arises, the CSI Office on Aging personnel will call all providers to check on their emergency status and welfare throughout the emergency. Each provider must have an emergency preparedness plan in place as required by their contract with the CSI Office on Aging. The CSI Office on Aging will aid the providers appropriately during a disaster.

Describe the AAA’s process for intake and recording of information about the disaster related needs of older people, providing access to needed services, and follow-up during and beyond the recovery period.

The capability and extent of assistance the AAA's can provide, in case of a disaster or emergency are limited. Primary to the mission is disaster relief and assistance. The first 24 hours of a disaster or emergency are key to accessing relief and assistance. In case of a disaster or emergency the following information should be recorded on any known victims:

- Name
- Home address
- Telephone number
- Known health conditions
- Next of kin and telephone number
- Need
- Individuals Location

This information may be relayed to Idaho Office of Emergency Management (IOEM) if rescue is required. The AAA Director and ICOA should be made aware of all efforts accomplished by IOEM. The AAA will be prepared to pass on information to the Idaho Commission on Aging about the approximate number of older persons that might be residing in a given area.

Describe the AAA's process for staff and service providers to record employee's time and expenses associated with disaster related activities:

AAA staff and service providers must maintain accurate records during an emergency event, including time worked, emergency purchases made, and personal miles driven for work purposes, as well as instructions and information that the individual engaged in. These documents will be required for monetary reimbursement and payroll. These records will be invaluable after the event to improve the AAA emergency preparedness plan. AAA utilizes the example below for the documentation that is necessary to apply for reimbursement in the event of a presidential disaster declaration. Copies of this form will be available at the front desk at the agency and an electronic copy will be available on the AAA shared drive.

Date	Time Worked	Emergency Purchases Made	Purpose of Purchase	Costs of Emergency Purchase	Personnel Miles Driven	Store Purchase made and Location	Receipt Required	Instructions & information	Instructions Came From

Describe activities the AAA will undertake during the contract period to expand emergency preparedness of the Aging Network within the PSA:

PSA IV will participate in the following Emergency Management preparedness functions as follows but not limited to: Participate in county emergency management meetings and appropriate training as needed.
Establish emergency management procedures in accordance with specific county guidelines.
Establish and provide adequate emergency management training at affiliated senior centers.
Establish call-down lists
Create 72-hour kits for homebound clients
Include emergency preparedness activities and trainings guidelines in provider contracts

AREA AGENCY ON AGING RESPONSIBILITIES IN THE EVENT OF AN EMERGENCY OR DISASTER

- Develop and maintain Continuity of Operations Plan (COOP) to (a) address how the agency will provide essential services to citizens during response and recovery, and (b) return the agency to normal operations
- Agencies will notify the IOEM of any significant event, incident, emergency, or disaster, impacting the ability of the government to provide public services within the State of Idaho
- Provide resource and logistical support (i.e. personnel, equipment, materials, supplies, etc.) to the IDEOC as requested, within the scope, laws, and policies that govern their organizations
- The primary goal of our agency during an emergency is to maintain a continuity of service at a minimum level for older adult and family caregivers in our area. Highest consideration will be placed on senior nutrition and information and assistance which are an essential part of response and recovery. Efforts will be made to identify and map vulnerable populations.
- AAA IV recognizes that the responsibility for coordinating emergency preparedness rests with the Idaho Office of Emergency Management (IOEM) through public health officials and local elected officials. As an Area Agency on Aging however, we are responsible to ensure the needs of older adults are considered and addressed in times of natural and man-made disasters. AAA IV first priority after a disaster is to ensure that services to our consumers and contract agencies continue or are restored as soon as possible. AAA IV staff will assess the status of provider staff and clients, facilities and needs as soon as possible after a disaster in an effort to provide them with needed assistance to continue operations. After addressing the needs of AAA IV consumers and programs, AAA IV staff may assist local emergency operations with specific emphasis on older adults and family caregivers.

Records Management:

AAA staff must maintain accurate records during an emergency event, including time worked, emergency purchases made, personal miles driven for work purposes, as well as noteworthy benchmark activities, instructions, and information. These documents will be required for monetary reimbursement. Records should be stored within the designated system of record.