



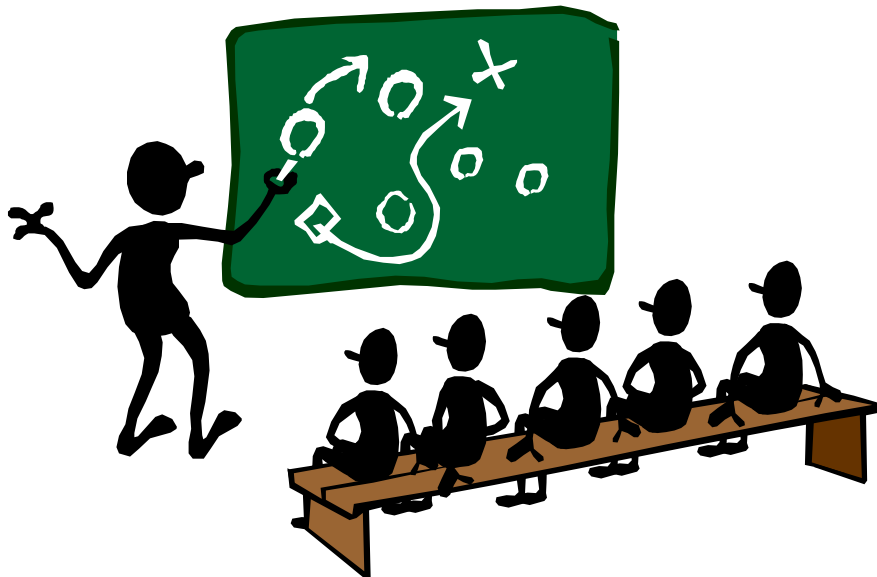
Dept. of Elder Affairs

**Disaster Response
Planning Session
December 4, 2008
9:00 A.M. – 3:30 P.M.**

Answering the question...

"How can Iowa's Aging Network build upon the current emergency response and recovery effort to enhance its ability to serve Iowans during natural and man-made disasters?"

Documentation of Participant Work Products



"In business or in football, it takes a lot of unspectacular preparation to produce spectacular results."

-- Roger Staubach, Hall of Fame Football Player

This report documents the work products and participant recommendations of the Disaster Response and Recovery Planning Summit held in the Grant Room in the Jesse Parker building on December 4, 2008. The agenda of the day-long facilitated session was:

- 9:00 a.m. Registration
- 9:30 Introduction and Objectives -- John McCalley, Donna Harvey
- 9:35 Facilitated discussion – Deb Burnight
- 10:15 Presentation of Survey Results – Brian Meyers, DAS
- 10:45 Break**
- 11:00 Bret Voorhees, Homeland Security and Emergency Management Division
- 11:45 Lunch – Guest speaker; Emily Hajek, Director, Rebuild Iowa Office**
- 12:30 p.m. Facilitated planning session – Deb Burnight
- 1:45 Break**
- 2:00 Planning session (cont.)
- 3:00 Wrap-Up
- 3:30 Adjourn

Work products include:

Learning points from participants’ personal experience	Page 3
Key components of a practical, usable AAA template	Page 4
Recommendations to the Template Planning Team	Pages 5-8
Unfinished business and next steps	Page 9
Summary of participant evaluation responses	Page 10

Key points/recommendations from table conversations around personal experience with disaster response and recovery:

- ☑ Inter-relationships are very important – who does what
- ☑ Need to communicate – timelines, registering for assistance, etc.
- ☑ Initiation – don't wait to take the lead
- ☑ Special needs shelters (especially housing, home repair) are a sub-template need
- ☑ The importance of an advance plan
- ☑ Communications system - "Code-Red" for all! (Particularly for dislocated persons)
- ☑ Coordination of timelines, particularly for funding purposes
- ☑ Better defined roles and responsibilities particularly local EMA's (lots of good ones, more not so good) and Red Cross
- ☑ Need to agree on how/what concise information from whom
- ☑ Established outlines for long term recovery
- ☑ Template/plan for special needs shelter – Bring partners, like Red Cross, to the table
- ☑ Action plan for MD meal volunteers
- ☑ Communications top down. Ex: Red Cross tells its offices who to work with
- ☑ Inter-relationship building
- ☑ Collaboration is essential – have a plan and one for when that breaks down
- ☑ Initiation – take the lead and don't take no for an answer
- ☑ Push back to bend the rules – flexibility on disaster times
- ☑ Pre-planning – realize the stages of recovery: 1)Basic needs, 2)Mental health, 3)Long-term stability
- ☑ Resources for all needs – not just immediate basic needs in an emergency/disaster – mental health, nutrition, etc.
- ☑ Advanced planning
- ☑ Watch out for personal toll on staff – burn out
- ☑ State-to-State mutual aide
- ☑ Perception that AoA expected AAA's to have information about all older Iowans in service area
- ☑ Inter-relationships between Federal, state and local agencies – who does what, when is a person handed off/referred to an agency that can provide immediate assistance
- ☑ County emergency services not knowledgeable of local aging network services
- ☑ AAA's need flexible money at local level during disasters and recovery efforts (Federal funds)

Focus Question: What would be the key components of a practical, usable template for effective AAA emergency response and recovery planning?

Assessment of internal operations	Consumer focus	Communications strategy	External roles and responsibilities	Plan for external training	Long-term recovery
<ul style="list-style-type: none"> • Safe and accessible data storage • Training • Methods/process for reporting and funding • First steps to response • Response order • Follow up and evaluation • Evaluation of organization's capacity to respond • Internal operations • Office evacuation and relocation plan • How to update and keep current • After action post review • Ongoing assessment of need • 	<ul style="list-style-type: none"> • Consumer plans • Special needs registry • Assessment of needs of consumers • 	<ul style="list-style-type: none"> • Communication • Effective communication steps • Design internal incident command • Communications methods phone tree • Division of duties • 	<ul style="list-style-type: none"> • What resources, tools • Resources • How to update, keep current • Collaborative planning • Partnerships • Provider/vender plans • Where – component of the county/state response • Roles • Chronology of response • Other partners • Who: Identified key contacts, chain of command resources • Who's in charge • Define relationships with Emergency Management • Who does what? • How: County/State plan • After action post review • 	<ul style="list-style-type: none"> • Exercises – tabletops, practice, drill • Training • Training and exercises • 	<ul style="list-style-type: none"> • Recovery • Cents of humor •

Recommendations to the template planning team:

Template component title: ASSESSMENT OF INTERNAL OPERATIONS

Context (Why this piece is important):

General framework for planning. Each AAA have different capacities and abilities and resources available. Must have flexibility in the plan.

Resources in hand to plan for this (What is already in place):

Each AAA has some type of response plan. Needs updated because of recent disasters.

Resources still needed (What we still need to make this piece successful, and how we might obtain them):

A general guide on what kind of resources are available in times of emergency. Like a community resource matrix (training, safe and successful data storage, methods of reporting and funding processes)

Unfinished business – SEOC for partnership with their plan already in place

Recommendations to planning team:

1. Internal assessment of matrix – Community Resource Matrix
 2. External coordination with partnerships
 3. Generic plan for internal agency on how to implement plan
 4. Follow up evaluation
-

Template component title: CONSUMER FOCUS

Context (Why this piece is important):

Because it is our mission and purpose under the AOA

Resources in hand to plan for this (What is already in place):

Case Manager already discuss emergency planning and preparedness
Some communities already have a special needs registry
EMC has plans developed with AL, NF, group homes, etc
Senior centers

Resources still needed (What we still need to make this piece successful, and how we might obtain them):

Ideally need a special needs registry and a “Code Red” template for consistent planning with consumers – “standardized”

Identify the gaps, items destroyed in disaster – lift chair, orthopedic shoes, diabetic stockings, etc.

Recommendations to planning team:

1. Create standardized template
 2. Help prepare consumers for potential disasters – through case management, PSA in spring and fall regarding natural incidents
 3. Have accurate information on hand
 4. Know subcontractor’s plan for disasters and they aware of “mother” agency’s
 5. Code Red/Special needs registry
-

Template component title: COMMUNICATIONS STRATEGY

Context (Why this piece is important):

Without communication, all fails
Consumers know what is available, etc.
Other partners know what we do/need

Resources in hand to plan for this (What is already in place):

Email, telephone, written, media, reverse 9-1-1 (Code Red)
Everyday resources – directories, partnerships, distribution lists
AoA template

Resources still needed (What we still need to make this piece successful, and how we might obtain them):

Each AAA needs to develop their respective strategy:

- Internal
- Contractors/vendors
- Consumers
- Funders
- Partners
- General public

Recommendations to planning team:

1. Need primary and back up communication systems in all steps
2. Communication system for staff (i.e., phone trees)

3. Communication system for contractors/providers
 4. Written roles/responsibilities (Division of duties, internal incident command)
-

Template component title: EXTERNAL ROLES AND RESPONSIBILITIES

Context (Why this piece is important):

Need to know who is doing what
Crucial to response and recovery success
Crucial to organization and communication for response
Hierarchy of command – where does AAA fit in with outside agencies?

Resources in hand to plan for this (What is already in place):

- County Emergency management system
- IDEA
- Red Cross
- Salvation Army
- Law enforcement
- Public Health

Resources still needed (What we still need to make this piece successful, and how we might obtain them):

- Contract language for use of resources in the event of a disaster/emergency

Recommendations to planning team:

1. Get clear picture of key roles such as EMS, FEMA, IDEA, Red Cross, etc
 2. Define hierarchy of external roles
 3. Where AAA's fit in the external hierarchy
 4. Define vender/subcontractor roles
 5. Be sure AAA is a key partner with EMS
 6. Have a complete written plan and set ongoing updates and training
 7. Devine available resources and tools
 8. Post review plan
-

Template component title: PLAN FOR EXTERNAL TRAINING

(Facilitator's note: This team kept worksheet – Contact Mark and Tim for info)

Context (Why this piece is important):

Resources in hand to plan for this (What is already in place):

Resources still needed (What we still need to make this piece successful, and how we might obtain them):

Recommendations to planning team:

1.

Template component title: Long Term Recovery Process

Context (Why this piece is important):

After 1st-responders, after assessment of consumer need, sub-committees and case managers – i.e. unmet needs (construction). Volunteers assist consumers with unmet needs

Resources in hand to plan for this (What is already in place):

Normally there is a LTR committee at the county level (by-laws, etc)
County VOAD

Resources still needed (What we still need to make this piece successful, and how we might obtain them):

County-level support
Leadership community partners
Flexible funding
Process template
Mitigation experts
Education

Recommendations to planning team:

1. POC person (per county?)
2. Sub-contractors
3. Identify partners – local emergency agency (is the county person)
4. EOC roundtable
5. Training and education for AAA staff
6. Exercises

Key questions and unfinished business:

- How do we provide medical supplies for non-case management folks?
- How do we link into state recovery group (the State VOAD)?
- Go to SEOP
- The template must be a usable size
- Follow up on current law to allow confidential client information sharing in events of disaster/public safety and when it applies
- Document best practice samples
- Review survey results
- WISH LIST FOR FOLLOW-UP:
 1. List of County Commissions (who to contact)
 2. Boilerplate for long-term recovery committees (best practices)

Next steps:

1. AAA's are asked to send any best practice templates to Greg
2. Anyone interested in serving on the Template Planning Team please contact Greg

Respectfully submitted:

D. Burnight, CTF
Facilitated Resources
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12/06/08

Participant Evaluation Summary

*How would you rate the following on a scale of 1 – 5, with 1 being the highest?
(Rating average listed in bold italics)*

	<i>Excellent</i>		<i>Adequate</i>		<i>Unhelpful</i>
1. Topics chosen for discussion:	1	2	3	4	5
	<i>1.6</i>				
2. Planning environment (site, ambience):	1	2	3	4	5
	<i>1.6</i>				
3. Meeting format:	1	2	3	4	5
	<i>1.8</i>				
4. Facilitator’s style and delivery:	1	2	3	4	5
	<i>1.2</i>				
5. Time allowed for meeting:	1	2	3	4	5
	<i>1.4</i>				

An “ah-ha” for me during this session was...

- How the State of IA Department of Emergency Management is structured
- Knowing that we will have a template
- Learned that if you have a “Code Red” you still need to have special needs registry as well
- AAA staff need to have debriefing and support ongoing during disaster situation
- A more relaxed setting than the summit on nutrition; that was too controlled and not a really open discussion
- Emergency management coordinators don’t know what AAA has to offer and vice versa

I would suggest that in future sessions we...

- Keep more on task without side conversations
- Host a table training exercise (groups) for individual AAA disaster plans or how a drill process can serve to make the plan move into action
- ?

Other comments:

- Very good!
- Good session!
- We need the template that all AAA’s can utilize
- The time was about right. More time was needed to go a bit deeper, but we were tired.
- I don’t know how to address this. The stated purpose of the summit was “to analyze planning processes in place 1) before the disasters of 2008, 2) as the disasters unfolded, and 3) during the post disaster recovery period.” We didn’t do this...
- Brian Meyer’s presentation wasn’t too useful in our process vs. the time it took.
- Thank you.
- The overview of the statewide survey was less relevant at this period of planning
- I would like the template to be just a “guide” for consideration and then let us do what we need to do in our area.
- Got to be a little long.