NASUAD 2014 National HCBS Conference

Disaster Preparedness: A Multi-Faceted Approach to Planning

September 17, 2014

Panel

- **Michael Luers**, Assistant Director, Ohio Department of Aging
  - activities and initiatives on disaster preparedness and response in Ohio
- **Kristen P. Finne**, Senior Policy Analyst,
  - HHS/Office of the Assistant Secretary for Preparedness and Response (ASPR)
  - Speak on HHS At-Risk Resiliency Initiative--Using federal Medicare data and mapping to advance emergency planning and response for electricity-dependent at-risk populations

Current U.S. Older Adult Population Health Realities

- **Approximately 50% of the 65+ older adult population have (2) or more chronic health problems which increase their vulnerability**
- **Many older adults may require critical or substantial health care services**
- **Many require 4-8 or more prescription over-the-counter drugs and rely on others for them**
- **42% of older adults have functional limitations and may need assistance**

Where and How Older Adults Live in the U.S. Continues to Change

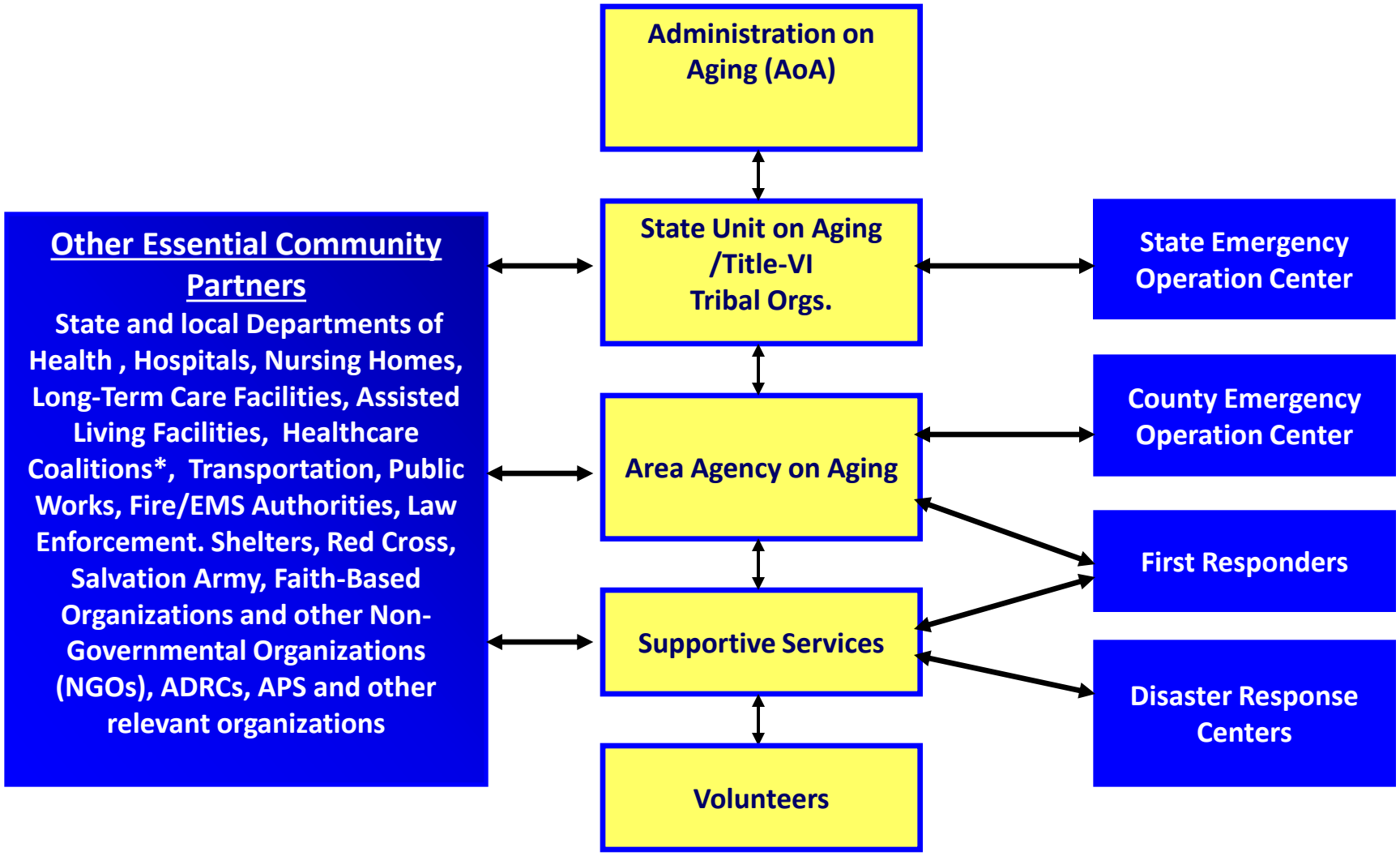
- More older adults live in their own homes within their communities than in nursing homes
- Many older adults living in communities have and require interdependent care-giving systems and/or arrangements
- The older adult trend continue to change as “Baby Boomers” turn 65

Disasters: What We Know

- **Disasters can happen at anytime, anywhere and vary in magnitude**
  - Presidential disaster declarations have happened in nearly every state and for some states several times *(e.g. hurricanes, floods, tornadoes, forest fires, etc.)*

- **Resilient individuals, facilities and communities result when a "whole of community" and "all hazards" preparedness and response approach is adopted**

Older Adult Preparedness and Response
Essential Partnerships and Collaborations



Planning Activities and Best Practices from the Field

- **Weekly updated list of all clients on power -dependent life support *(e.g. home dialysis, breathing machines)* devices**
- **Procedures to contact clients with functional needs/disabilities prior to and during disasters to check on their well being and identify unmet needs**
- **Require annual disaster preparedness trainings in senior centers, meal sites and other older adult facilities**
- **Promote in-home client and family caregiver disaster preparedness training and preparedness checklist use *(e.g. CMS)***
- **Actively advocate for their clients by:**
  - Participating in emergency planning and plan development activities
  - Fostering/participating in partnerships
  - Promoting/participating in preparedness training and exercises

Essential Building Blocks of Older Adult Disaster Preparedness Planning

- **Promote Individual and Caregiver Preparedness**
  - ***"Preparedness begins at home and extends to the community"***
  - Cultivate awareness of preparedness tools *(e.g. CMS checklists)* to help individuals anticipate their needs and prepare and identify redundancies for assistance
- **Emergency Planning and Emergency Plans**
  - ***"Community resource assumptions can result in critical response failures"***
  - Emergency planning and plans **MUST** be consistently reviewed, updated and must **include essential redundancies** *(e.g. transportation, emergency power)*
- **Establish and Foster Partnerships**
  - ***"A disaster isn't the time to be handing out business cards--Take a whole of community and all hazards approach to planning"***
  - Engage partners and foster development of partnerships and healthcare coalitions to ensure emergency plan and response alignment and integration at all levels *(e.g., facility, community, State/local agency)*

Essential Building Blocks of Older Adult & People with Disabilities Preparedness Planning

- **Support and Participate in Preparedness Training**
  - ***"Knowledge is power during a response"***
  - Require staff to know the critical role they fulfill as an individual and apart of a broader response team so they are empowered and ready to respond
- **Promote and Participate in Exercises at All Levels**
  - ***"Cultivate success—practice—to be ready on game-day"***
  - Test the teams knowledge and ability to integrate during a response
  - Provides a platform for community partner feedback regarding planning gaps, best practices and other preparedness opportunities

Preparedness:
Latest Advances, Best Practices and Resources

- **Social Media Tools:**
  - Apps: FEMA, bReddi
  - Facebook, Twitter: ASPR-sponsored nowtrending.hhs.gov
  - Widgets: HHS Emergency Preparedness Resources Widget
  - YouTube: US Public Health and Medical Services Support

- **Emergency Preparedness Checklists & Information:**
  - CMS Emergency Preparedness Checklists for individuals and facilities
  - ACL National Family Caregiver Support Program-Just in Case Emergency Readiness for Older Adults and Caregivers
  - Ready.gov
- **Disaster Hotline:**
  - SAMHSA Disaster Distress Hotline 1-800-985-5990 or text "TalkWithUs" to 66746

America's PrepareAthon!

- Connect with peers including access & functional needs community
- View or post events
- http://www.community.fema.gov/connect.ti/AmericasPrepareathon/view?objectId=3221328
- September is National Preparedness Month

Resources – Social Media

- ASPR-sponsored: http://nowtrending.hhs.gov/
- bReddi app (developed through ASPR Project: Lifeline Facebook Apps): http://www.breddi.com/
- CDC (widgets, badges,…): http://emergency.cdc.gov/socialmedia/index.asp
- Disaster Information Management Research Center (Disaster Apps and Mobile Optimized Web Pages): http://sis.nlm.nih.gov/dimrc/disasterapps.html
- FEMA app: http://www.fema.gov/mobile-app
- FEMA Disaster Reporter: http://www.fema.gov/disaster-reporter
- HHS Emergency Preparedness Widget: www.PHE.gov / http://www.phe.gov/widgets/Pages/default.aspx
- US Public Health and Medical Services Support (YouTube): http://www.youtube.com/user/phegov?feature=results_main

Resources – Checklist Tools and Templates

- CMS Emergency Preparedness Checklist--Recommended Tool for Persons in LTC Facilities & Their Family Members, Friends, Personal Caregivers, Guardians & Long-Term Care Ombudsmen http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertEmergPrep/Downloads/SandC_EPChecklist_Persons_LTCFacilities_Ombudsmen.pdf

- Health Care Provider Voluntary After Action Report/Improvement Plan Template and Instructions: http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertEmergPrep/Downloads/aartemplateinstructions.zip

- CMS Survey and Certification All Hazards FAQs http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertEmergPrep/Downloads/AllHazardsFAQs.pdf

- CMS Emergency Preparedness Checklist-Recommended Tool for Persons with Medical Needs Living Home, Family Guardians and Caregivers: http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertEmergPrep/Downloads/SandC_EPChecklist_PersonsMedicalNeedsLivingatHome.pdf

- CMS Emergency Preparedness Checklist--Recommended Tool for Effective Health Care Facility Planning http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertEmergPrep/Downloads/SandC_EPChecklist_Provider.pdf

- FEMA Continuity Guidance and Templates http://www.fema.gov/planning-templates

- Long Term Care Ombudsman Resource Center http://www.ltcombudsman.org/issues/emergency-preparedness

Resources

- ACL National Family Caregiver Support Program-Emergency Readiness for Older Adults and Caregivers: http://www.aoa.gov/AoARoot/AoA_Programs/HCLTC/Caregiver/docs/Just_in_Case030706_links.pdf
- CDC Emergency Preparedness For Older Adults Web Portal http://www.cdc.gov/aging/emergency/
- CDC Emergency Preparedness and You Website: http://emergency.cdc.gov/preparedness/
- Disability.gov https://www.disability.gov/?s=&fq=topics_taxonomy:%22Emergency+Preparedness%5E%5E%22
- CDC Identifying Vulnerable Older Adults and Legal Options for Increasing their Protection During All-Hazards Emergencies: A Cross-Sector Guide for States and Communities http://issuu.com/devansngc/docs/guide-0522-1/1?e=0
- CDC Emergency Preparedness for Older Adults Legal Information http://www.cdc.gov/aging/emergency/legal/
- Ready.gov - Individuals with Disabilities or Access & Functional Needs: http://www.ready.gov/individuals-access-functional-needs
- Ready.gov – Blackouts (includes information for People with Disabilities) http://www.ready.gov/blackouts
- America's PrepareAthon: http://www.community.fema.gov/connect.ti/AmericasPrepareathon

Resources

- FEMA Personal Assistance Service Contract FAQs
  http://www.phe.gov/Preparedness/planning/abc/Pages/pas-faq.aspx
- SAMHSA Disaster Distress Hotline: http://www.disasterdistress.samhsa.gov/
- "Healthcare Preparedness Capabilities: National Guidance for Healthcare System Preparedness", Office of the Assistant Secretary for Preparedness and Response (ASPR), Hospital Preparedness Program (HPP), January 2012, http://www.phe.gov/Preparedness/planning/hpp/reports/Documents/capabilities.pdf
- CDC Public Health Preparedness Capabilities-National Standards for State and Local Planning , 2011, http://www.cdc.gov/phpr/capabilities/DSLR_capabilities_July.pdf
- "National Health Security Strategy Implementation Plan ", U.S. Department of Health and Human Services, May 2012, http://www.phe.gov/Preparedness/planning/authority/nhss/ip/Documents/nhss-ip.pdf
- "Medical Surge Capacity and Capability (MSCC) Handbook, The Healthcare Coalition in Emergency Response and Recovery", U.S. Department of Health and Human Services, Contract No. HHSP23320064154EB, May 2009, http://www.phe.gov/Preparedness/planning/mscc/healthcarecoalition/Pages/default.aspx

Ohio | Department of Aging

Making Connections with Ohio's Aging Network

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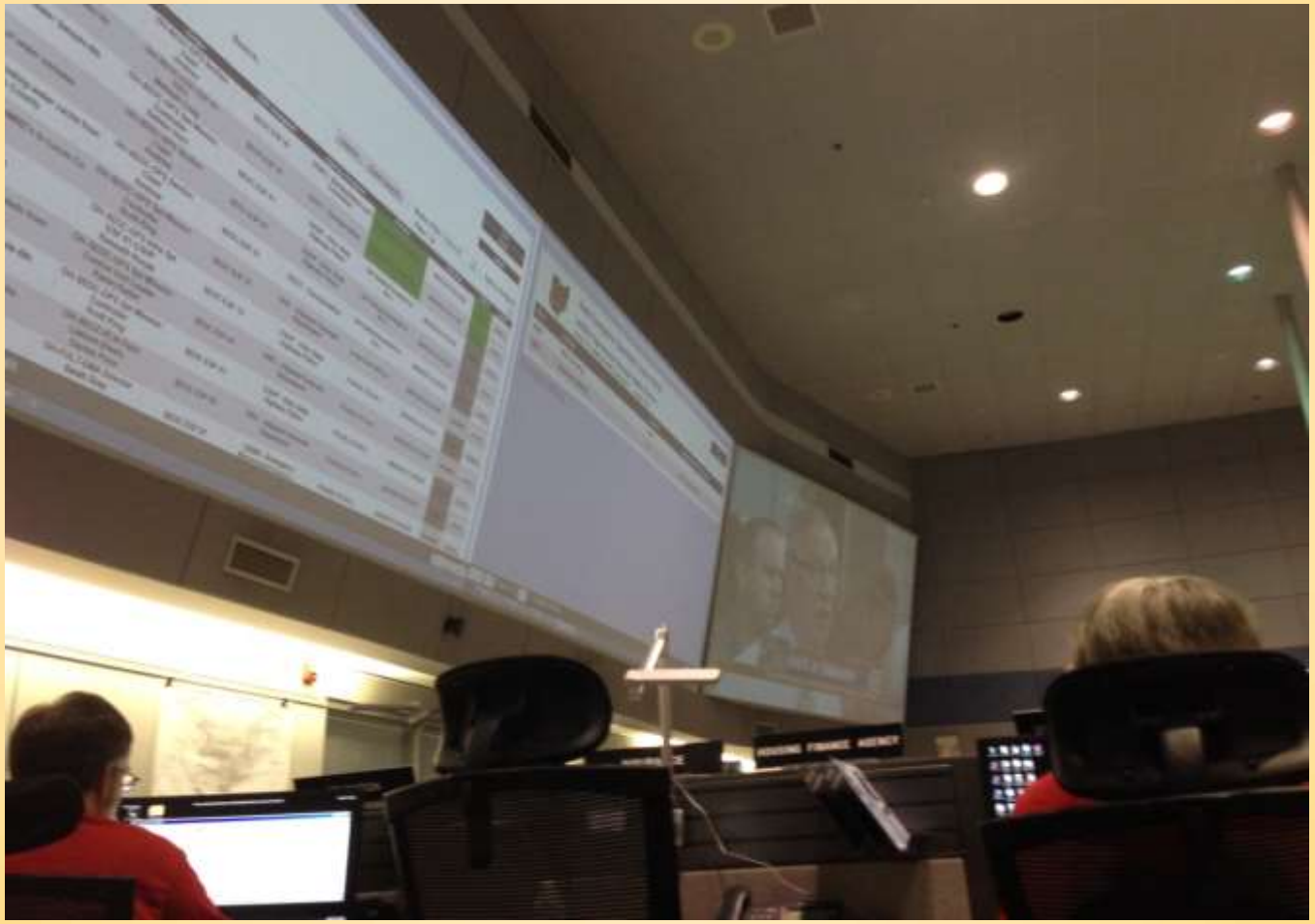
Ohio Department of Aging

- ODA as a State Unit on Aging has the responsibility during a federally declared disaster for:
  - Contingency Planning
  - Information
  - Awareness
  - Support
  - Coordination
  - Monitor
- Educate state and local partners to recognize and understand the unique needs of older adults during adverse situations – Serve on the Ohio Committee for Severe Weather Awareness
- State/Local Support
  - SEOC Coverage – ESF 6 (Mass Care) and ESF 8 (Health)
  - SafeOhio Situational Assessment Teams (SAT)
  - Housing and Health/Human Services Recovery Plans
  - Develop and Exercise Disaster Plans
    - Perry and Davis-Besse Nuclear Power Plant biennial evaluated exercise

State Emergency Operations Center

Built and activated in 1994 at a cost of $12.9 million, the Ohio Emergency Operations Center/Joint Dispatch Facility enhances the state's capability to respond to disasters and emergencies.

From ODA's Station at the SEOC



Ohio | Department of Aging

Area Agencies on Aging

- Ohio's twelve Area Agencies on Aging respond to the needs of the elderly in the communities they serve.
- Develop & Test Contingency/Disaster Plans
- Help address unmet needs, gap filling
- Coordinate with and support local aging service providers (e.g., councils on aging, senior centers, nutrition providers, transportation providers, chore providers).

Area Agencies on Aging

- Case managers work with consumers to develop back-up plans, primary care provider is unavailable (non-emergency) and what they would specifically do in the event of an emergency.
- Facilitate the Pre-Admission Review process for disaster survivors that need to be temporarily relocated to long-term care facilities (e.g., nursing homes).

Area Agencies on Aging

- Maintain a presence at the emergency operations centers and/or disaster recovery centers, either in-person or by providing contact numbers and resource materials.
- Help older disaster survivors establish eligibility and complete applications for disaster relief services and disaster assistance programs.

Office of the State LTC Ombudsman

- Ohio's Office of the State Long-term Care Ombudsman advocates for people receiving home care, assisted living and nursing home care
- Communicates with Ohio Departments of Health (ODH) and Mental Health (ODMH) regarding regulated providers
- Ombudsman focuses on contact with providers who don't typically use generators for back-up power

Area Agencies on Aging

1-866-243-5678

http://aging.ohio.gov/resources/areaagencies onaging/

Regional Long-term Care Ombudsman

1-800-282-1206

http://aging.ohio.gov/services/ombudsman /regional.aspx

Ohio Department of Aging

Recent Successes

- Check on Your Neighbor campaigns
  - http://www.ema.ohio.gov/Documents/Releases/2012/20121031_SevereWeatherChecks%20ODA.pdf
- Knock & Talk
  - Board of Regents and National Guard
    - http://blog.fema.gov/2012/07/fema-working-closely-with-state-and.html
- Coordination with Power Companies and 911s
- Updating plans and expectations, support consistency across the state

Check On Your Neighbor

Check on older neighbors during severe weather

Severe weather in Ohio can come in any season and bring with it many hazardous situations, from extreme heat or cold, winds with property damage or power outages, slipery conditions and more. When severe weather hits your community, please check on your older neighbors, friends and relatives to make sure they have the resources they need to stay safe and healthy until conditions return to normal.

Communicate Effectively

- **Always treat adults as adults.** If someone isn't making sense, don't assume it's dementia. Dehydration, stress, and fatigue have similar symptoms.
- **Use a natural tone of voice and conversational style of communication.** Be calm and reassuring, speak slowly and distinctly, and make eye contact. Use positive language: Instead of "Don't ..." suggest what they should do.
- **Ask open-ended questions.** Instead of "Are you staying warm/cool?" ask "What are you doing to stay warm/cool today?" "Where will you go if the power does not come back on tomorrow?"
- **Don't ask "testing" or "challenging" questions.** Instead of "Do you know your name?" ask "What would you like me to call you?" Instead of "Do you know where you are?" say "I'm glad that I came to visit you at your home today."
- **Don't correct an adult who appears to be confused.** For example, if the person calls you by someone else's name, say "I haven't seen 'Joe' lately but my name is ... and I'll stay with you until your family comes by" or "I'll call someone so 'Joe' will know where you are." Avoid arguing, but validate feelings.

Do a Risk Assessment

While visiting, observe his or her surroundings and ask questions that will help you determine if this person is healthy and safe, or if he or she may need some assistance.

- **Does the person depend on oxygen?**
- **Does he or she need help walking?**
- **Does he or she need help getting to the bathroom?**
- **Does he or she have skin that is grey-ish? (If so, he or she may require medical attention.**

Also check if individuals have what they will need for the next several days, including water, non-perishable food, temperature control and medications. Refrigerated food should be thrown out after 2 hours without electricity. Also, some medications may need to be refrigerated or stored on ice to remain safe and effective.

Make Sure They Can Get Help

Make sure the person is able to call for help if he or she needs it. Don't assume the person's phone is working: check the connection and battery charge. Some may not realize that cordless phones need electricity to work and/or charge. Instead of asking, "Do you have someone to call if you need help?" saying, "Show me how you would call your daughter if you need her to come help," will be more effective.

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Knock & Talk

Sgt. Jessica Cooper (left) and Pvt. Jason Geier, of Headquarters and Headquarters Company, 216th Engineer Battalion, talk with John Weese, 60, of Columbus, Ohio, on July 2, 2012. (Ohio National Guard photo by Senior Airman Jordyn Sadowski)

Ohio | Department of Aging

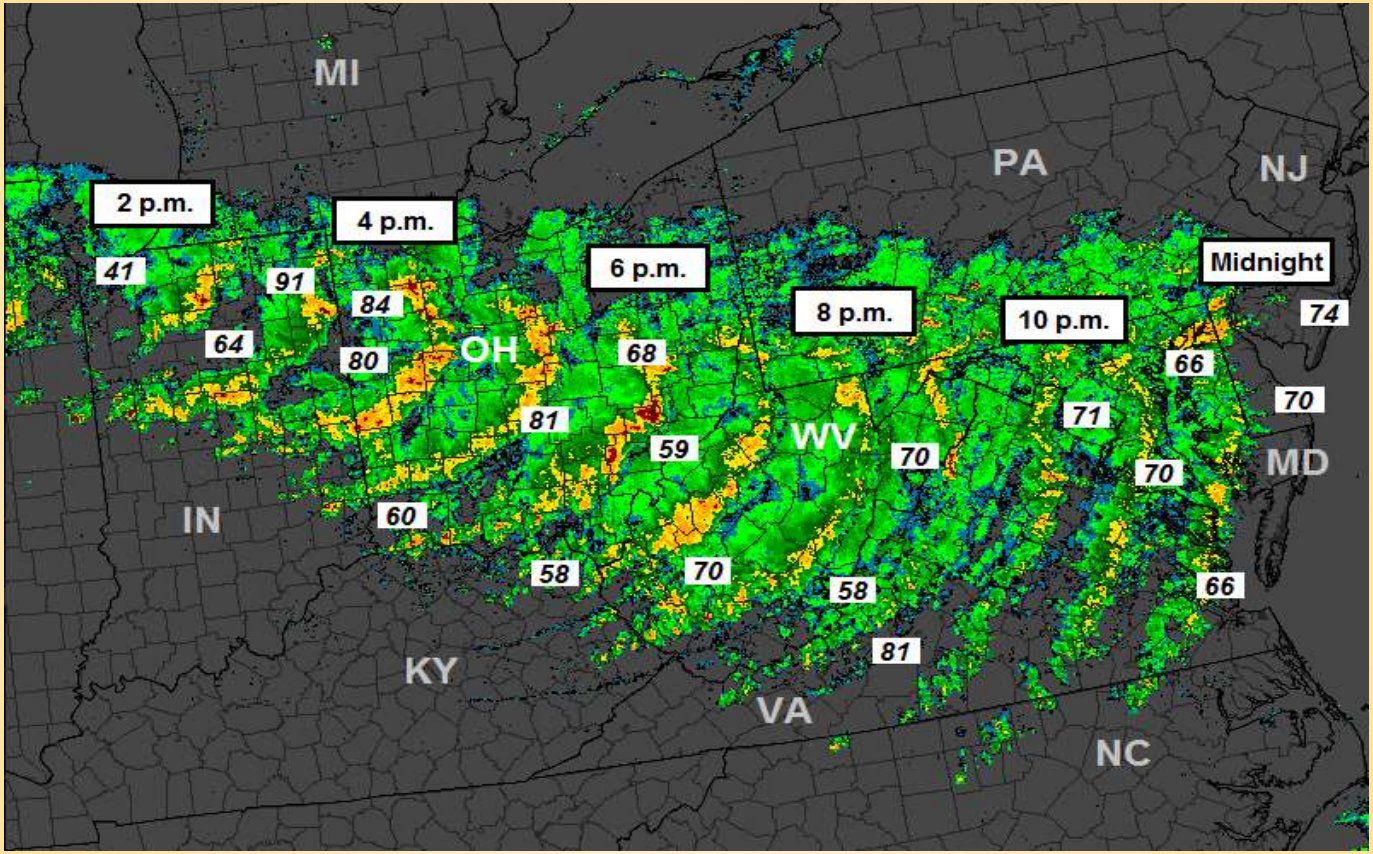
Ready or Not It's Going to Happen

- Flooding, Tornados, Ice Storms, High Winds, Water Emergencies Recent Widespread Events
  - Hurricane Ike - September 2008
  - Derecho and Heat Wave – July 2012
    - 941 additional PARs
  - Hurricane Sandy – November 2012
    - 200 additional PARs
  - Lake Erie Algae Bloom – August 2014
    - 400,000 affected in Toledo area

Hurricane Ike Rolls through Ohio

www.weather.com Path of Hurricane Ike - June 2008

Derecho



www.spc.noaa.gov The Ohio Valley / Mid-Atlantic Derecho of June 2012

Algae Bloom on Lake Erie

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Statewide Resources

- Ohio Long-term Care Consumer Guide
  http://ltcohio.org/
- Ohio Housing Locator
  http://www.ohiohousinglocator.org/
- Check on Your Neighbor Campaigns
  http://aging.ohio.gov/information/emergencypreparedness/
  http://www.ema.ohio.gov/Documents/Releases/2012/20121031_SevereWeatherChecks%20ODA.pdf
- Annual State Long-term Care Survey
  - Disaster/Emergency Focused Questions
- Ohio Benefit Bank (late 2014)

Contact Information

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