

State of Louisiana

AREA AGENCY ON AGING FOUR-YEAR AREA PLAN

A Comprehensive Coordinated Service System for Older persons in Louisiana

East Baton Rouge Area Agency on Aging

JULY 1, 2015 – JUNE 30, 2019
(Fiscal Year 2016 – Fiscal Year 2019)

Submitted to:



Office of the Governor
Office of Elderly Affairs

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SUBMITTAL PAGE

- () 4-Year Plan for July 1, 2015 – June 30, 2019
- () Area Plan Update for July 1, 20__ - June 30, 20__
- () Area Plan Amendment (Date): _____

This Area Plan for programs on aging is hereby submitted for the _____ planning and service area. The _____ Area Agency on Aging assumes full responsibility for implementation of this plan in accordance with requirements of the Older Americans Act (OAA) and Regulations; laws and rules of the State of Louisiana; and policies and procedures of the Governor’s Office of Elderly Affairs.

This plan includes all information, goals and objectives, and assurances required under the Governor’s Office of Elderly Affairs Area Plan on Aging format, and it is, to the best of my knowledge, complete and correct.

Signature: _____ Date: _____
Area Agency Director

The Area Agency on Aging Advisory Council has participated in the development and final review of the Area Plan.

Signature: _____ Date: _____
Chairperson, Area Agency Advisory Council

The Board of Directors of the sponsoring agency has reviewed this plan and Submittal Page. It is understood that we are approving all sections of the Plan. We are satisfied that the plan is complete, correct, and appropriately developed for our planning and service area.

Signature: _____ Date: _____
Chairperson, Board of Directors

Signature: _____ Date: _____
Secretary, Board of Directors

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Section 1

Mission Statement

The East Baton Rouge Area Agency on Agency's mission statement was modified in August 2011 at the direction of the new Executive Director.

Supporting Independence Serving Seniors the mission is few in words but massive in service provision.

The primary objective of the mission statement is serving older adults. Our target audience is older adults residing in East Baton Rouge Parish. To accomplish our mission we will develop new programs, educate the public on programs and services, advocate with legislative delegation and provide direct services.

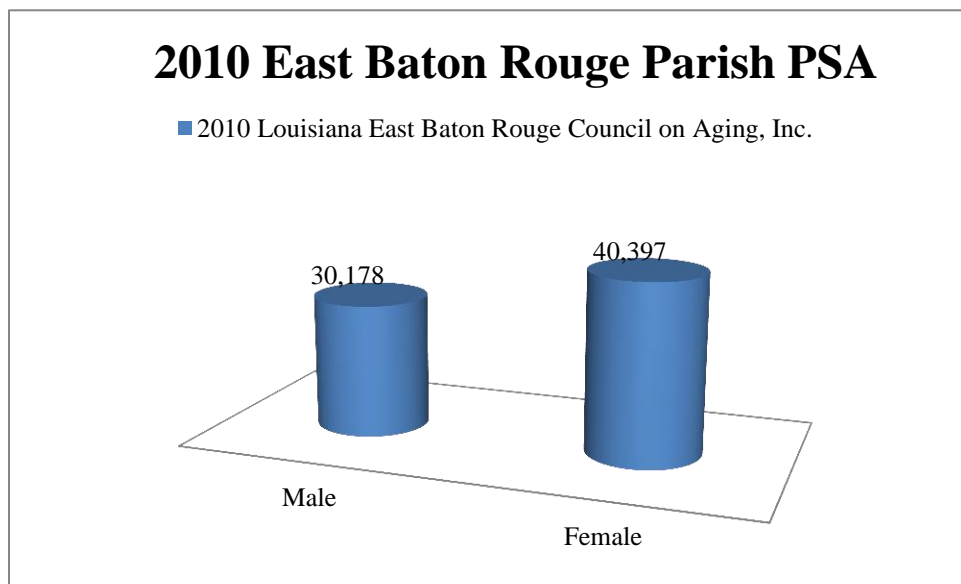
Our mission embodies the views the total position and direction that our administration and staff plan to proceed with the agency.

Section 2

Description of the Planning and Service Area (PSA)

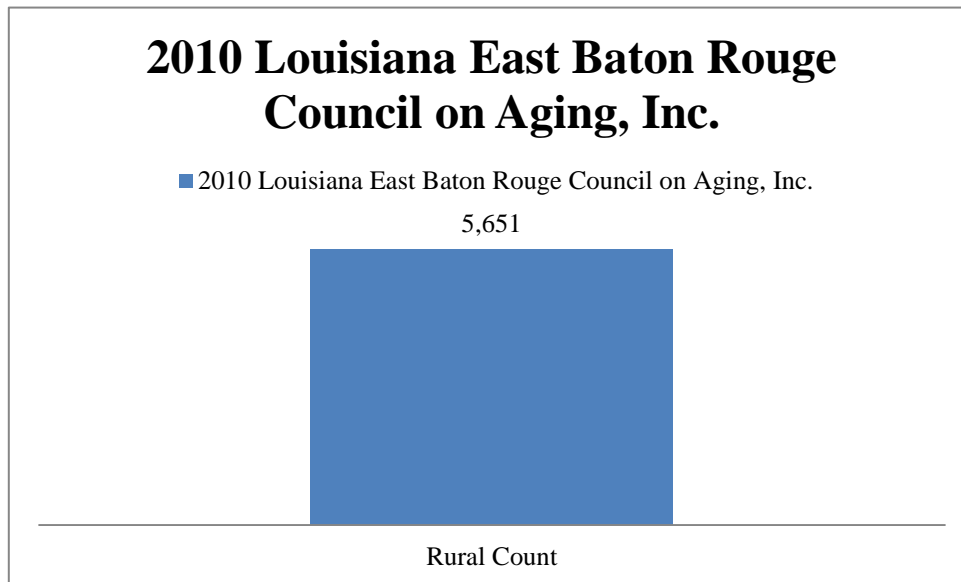
East Baton Rouge Parish is 471 square miles of which 455 square miles are land and 15 square miles are water, located approximately 80 miles southeast of New Orleans and is bordered by the parish of East Feliciana to the north, Iberville and Ascension to the south, West Baton Rouge to the west and Livingston to the east. Baton Rouge is the state capital and second largest city in the state with a growing population of 230,058 people as of 2012. Baton Rouge is a major industrial, petrochemical, medical, research, motion picture, and growing technology center in the South. East Baton Rouge Parish is considered an urban parish with some unincorporated areas. There are four incorporated cities in East Baton Rouge Parish. They are Baker, Baton Rouge, Central and Zachary.

In the latest census, it was noted that the senior population in East Baton Rouge Parish was 70,575 which represents approximately 16% of the parish's total population. According to the 2010 census, females comprise approximately 9% or 40,397 and males comprise approximately 7% or 30,178 of the total population. In 2010, Caucasians comprised 64% and African Americans comprised 32% of East Baton Rouge Parish residents. Eight percent of older adults reside in rural communities. There were also 6,910 older adults in the PSA that are living in poverty.

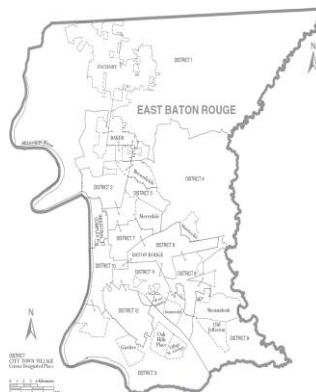


Area Profile

The cities in the parish that are designated as rural are Central, Zachary, and Baker.



According to the Plan of Government for East Baton Rouge Parish, Baton Rouge is the only urban city in the parish.



There are three areas established by the City Parish Plan of Government: urban, industrial and rural. The industrial area is designated to reserve the area for industry and to separate it from the area in which the usual City-Parish services are provided. Industrial plants in this area must provide their own streets, street lights, sewerage facilities, fire and police protection, and trash and garbage collection. There are no homes to be built in the industrial area.

The plan also provides for the separation of the urban and rural areas of the parish into three wards. Ward 1 is all of the urban area. Ward 2 is the northern part of the rural area. Ward 3 is the southern part of the rural area.

The State of Louisiana is the largest employer in the parish with the majority of jobs concentrated in the City of Baton Rouge. In the rural areas of the parish, the majority of the population work as farmers.

The availability of services is widely distributed throughout the parish. Most service providers have a 50 mile radius service area. However; due to limited transportation, it can be a daunting task for older adults to receive needed services.

Focal Points

Community shall be defined as a group of individuals who share common interests and values that live in a particular geographical area.

	Community Served	Name and address of Focal Point	Services Provided	Services Coordinated with other Agencies
1.	Baker	Baker Senior Center 3334 Jefferson Street Baker, LA 70714	Activities, Trips, Nutrition Education, Wellness Programs, Congregate Meals	None
2.	South Baton Rouge	Baranco Clark Senior Center 1735 Thomas Delpit Baton Rouge, LA 70802	Activities, Trips, Congregate Meals	Congregate Meals, Exercise,
3.	Central/ Greenwell Springs	Central Senior Center 6923 Oak Cluster Drive Central, LA 70739	Activities, Trips, Congregate Meals	None
4.	Chaneyville/ Zachary	Chaneyville Senior Center 13211 Jackson Road Zachary, LA 70791	Activities, Trips, Congregate Meals,	Commodities, Health Screenings
5.	Baton Rouge	Dumas House Senior Center 1313 N. Sherwood Forest Blvd Baton Rouge, LA 70815	Nutrition Education, Wellness Programs, Activities, Trips Congregate Meals	None

6.	Baton Rouge	Florida Blvd Senior Center 5790 Florida Blvd Baton Rouge, LA 70806	Nutrition Education, Activities, Trips, Congregate Meals	Food Bank, Utility Assistance, Cox Cable Discount, Farmers Market Vouchers,
7.	Central, Baker	Foster Road Senior Center 11333 Foster Road Baton Rouge, LA 70811	Activities, Trips, Congregate Meals	None
8.	North Baton Rouge	Greater King David Senior Center 131 Elmer Avenue Baton Rouge, LA 70807	Activities, Trips, Nutrition Education, Congregate Meals	None
9.	Eden Park Community	Pearl George Senior Center 4000 Gus Young Avenue Baton Rouge, LA 70802	Activities, Trips, Nutrition Education, Wellness Programs, Congregate Meals	Commodities, Trips, Office of Social Services
10.	Zachary	Zachary Senior Center 3541 Highway 19 Zachary, LA 70791	Activities, Trips, Nutrition Education, Congregate Meals	None

	Community Served	Name and address of Focal Point	Services Provided	Services Coordinated with other Agencies
11.	Catholic Presbyterian Apts.	Catholic Presbyterian Meal Site 655 North Street Baton Rouge, LA 70802	Activities, Trips, Nutrition Education, Congregate Meals	None

Summary of the Needs Assessment

The Needs Assessment Survey is an instrument used to determine the needs of all older persons within the Public Service Area (PSA). This assessment was required to address the following basic areas: (A) The needs of the older population in the PSA living alone and without adequate informal support; (B) the special needs of older low income minority people in the PSA; and (C) The needs of older people residing in rural areas.

The assessment instrument was posted on the EBRCOA website: <http://www.ebrcoa.org>, printed in the agency's quarterly newsletter and mailed to over 50 community organizations. Community meetings were held at four of the agency's senior centers as well as delivered to homebound individuals, mailed to elected officials and aging service providers requesting their input. Four community meetings in the PSA were held and The Needs Assessment Survey distributed. The dates of community meetings were published on the agency's website and its in-house monthly publication, *Polished*. Utilization of secondary data from monthly reports, list of unmet needs and other information obtained through EBRCOA's Information and Assistance department was incorporated into the Area Plan development.

The Area Agency on Aging utilized the community meetings to discuss the needs of older adults living in the parish. The Needs Assessment Survey was distributed at four community meetings which were held at senior centers in four different parts of the parish to elicit participation from a diverse group of older adults. Forty surveys were distributed to each senior center. We received approximately eighty five surveys as a result of the community meetings. Of the fifty community agencies that were mailed surveys, five agencies returned the completed form. The EBRAAA also mailed the surveys to all the metro council members, senators and legislative delegation; however no responses were received.

Description of Priority Groups

Seniors in communities of color, Asian, Native American and seniors residing in rural areas require better access to services. Knowing what services are available and how to get them received the greatest number of responses overall. One hundred sixty-five individuals responded that this was very important to them. Having knowledge of the services and programs available to them may enable seniors to access needed services that will enable them to age in place. Transportation continues to be a major issue that minorities and those residing in rural communities have had problems with.

The priority issues and needs of older persons in East Baton Rouge Parish and the PSA is knowledge of services and how to apply, homemaker services, home delivered meals, dental care/eye care. The majority of elderly persons who request and require services are on fixed incomes, low income or home bound with little or no family support. On a daily basis, a majority of older adults have to make a decision as to either purchasing food or medication. The priority issues for Native Americans is how to access needed services and the criteria for qualifying for these services.

There are no other races or cultures that requested information regarding services. The EBRAAA will continue outreach efforts to all older adults in the PSA and encourage them to participate in the services offered. Reports derived from the SAMS system will enable the AAA to measure increases/decreases in populations served.

Section 3

Description of the Area Agency on Aging

The East Baton Rouge Area Agency on Aging will administer federal programs under the Older Americans Act, identify and develop service programs and contract with service providers to administer services. The AAA will develop and administer a plan for a comprehensive and coordinated system of services for older persons in the PSA.

Services are coordinated with other service providers in the PSA through the agency's Information & Assistance Department. When a request for services is received, the telephone counselor conducts a short telephone interview. Based on the information obtained the counselor reviews the services that are that the agency provides and that are available in the PSA. The telephone counselor will advise caller on the appropriate service provider for their needs.

The East Baton Rouge Council on Aging's staff will assess, deliver and coordinate services provided within the agency. These individuals have specific responsibilities and must be equipped to perform required duties, to maintain all services at a level that is beneficial to the older adult receiving services.

STRENGTHS:

Over the last three years, The East Baton Rouge Area Agency on Aging has developed a Resource Development department to fundraise and write grants to assist the agency in alleviating waiting lists. The EBRAAA received a 2 1/2% increase in funding of the Senior Center Budget in this last fiscal year. This increase enables the AAA to provide more recreational activities to older adults in the PSA. The AAA also received 2.7% increase in its NSIP funds.

WEAKNESSES:

The ever growing aging population presents a challenge to AAA's across the state and nation. With the baby boomer generation coming of age, this will cause AAA's to strive to develop new and innovative ways to provide services. East Baton Rouge Parish has continued to have issues with transportation especially in the rural areas of the parish.

The East Baton Rouge Area Agency on Aging continually strives to enhance the knowledge base of its administration and staff on the latest information, technology and trends in aging and disability services. The staff is continually learning new ways to improve the services that the agency provides. The AAA is also a leader in advocating for older adults on the local and state level.

The East Baton Rouge Area Agency on Aging plans to make numerous changes during the next Area Plan cycle. The biggest change that will occur is the relocation of the main headquarters. The main headquarters will relocate within the next one to two years into a building that is being donated by the City of Baton Rouge. This will be an added change that will be beneficial for the staff and clients. The AAA also plans to implement two new programs which are Chore and Transportation. The EBRAAA is in the developing stages to secure a site to open a new senior center in the St. George Area. The agency plans to reopen the Homewood Senior Center as an Aquatic Center that will utilized by all older adults in the PSA. The most substantial change is the opening of the Capital City Bingo. The addition of the bingo hall will provide the agency with increased undesignated funds to be utilized to decrease waiting lists and expand recreational activities to the older adults in the PSA.

FUNCTIONS OF THE BOARD OF DIRECTORS

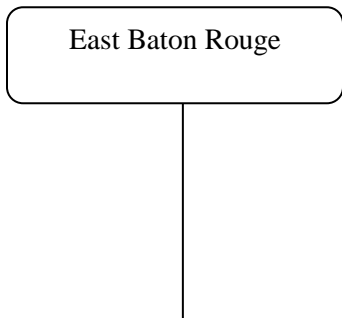
The Board of Directors sets organization policy and establishes procedures; hires and dismisses the agency director; receives recommendations of staff, committees and/or advisory groups; determines programmatic services and policies; approves plans, grant applications, and budgets; secures funding, establishes fiscal policies and conducts monitoring and assessment activities to determine the accomplishments of the organization. The board also serves as an advocate for its membership and carries on an active public relations program.

The board is responsible for the management and direction of the COA. Rules governing voting and procedures for the election of members and officers should be stated in the bylaws (Appendix A is a Sample Council on Aging bylaws). GOEA Technical Assistance Memorandum 84-3 (Appendix B) provides guidance regarding credentialing of the general membership and stresses the importance of developing standards of membership. Board members are elected by the general membership. Bylaws should include a mechanism to identify and verify membership, such as an identification card establishing membership in the organization and the right to vote in board elections.

Only by receiving a thorough briefing and/or training will board members become proficient in their functions:

BOARD	EXECUTIVE DIRECTOR & AGENCY STAFF
Makes final policy decisions	Helps board make good decisions <u>based upon complete and accurate information.</u> Carries out the work authorized by policy. Makes day-to-day decisions.
Insures financial support for the agency's work.	Manages the fiscal affairs of the agency.
Shares Expertise in a variety of technical and leadership areas.	Is educated and experienced in professional skills needed by the agency.
Is available to staff for consultation on matters of common concern.	Consults with professionals in order to make wise decisions.
Evaluates the work of the organization.	Assists in evaluating the work of the agency.

The Executive Director, who shall be the executive officer of the organization, shall be selected by the Board of Directors. The Executive Director shall be responsible to the Board of Directors for the program planning, promoting, publicity, public relations and other matters of interest to the Council.



AAA Advisory
Committee

Executive Director

ADVISORY COMMITTEE DUTIES

The Advisory Committee meets the requirements set forth in the Federal Regulations (45 CFR 1321.57(a)(a)-4). Federal Register Vol. 53, #169,p.3372. The Advisory Committee advises the Executive Director relative to:

- (1) developing and administering the area plan;
- (2) conducting public hearing;
- (3) representing the interest of older persons; and
- (4) reviewing and commenting on community policies, programs and actions with the intent of assuring maximum coordinated responsiveness to older persons.

The Advisory Committee meetings are quarterly, which assures timely dissemination of information to/from the Board/Advisory Committee.

There are sixteen members on the Advisory Committee. This meets the standard for Council on Aging Board and exceeds the standard for Advisory Committee and Governing Body of the Area Agency (no minimums are set).

Section 4

Planning Process/Establishing Priorities

In the planning process the agency will determine how many community meetings it will hold. The agency will also determine when, where and how surveys will be distributed. The agency chose to utilize its senior centers for Community Meetings. The EBRAAA also chose senior centers in different areas of the PSA to accommodate all older adults who wanted to attend and participate in the community meetings.

The agency will host community meetings in which the general public will be invited to complete the Senior Needs Survey. The agency will also distribute surveys to community agencies. This will be done to solicit the services and programs that other agencies feel are beneficial to the senior population. From this survey the Area Agency on Aging will determine what services to provide for the next four years. The Area Agency on Aging will also host a public meeting to discuss the findings from the needs survey. This will be an opportunity for clients and the public at large to voice their opinion regarding the services the agency will provide.

Section 5

Methods Used to Determine Service Needs

The Needs Assessment Survey was utilized to assess all needs in the PSA. The Survey was published in our quarterly newsletter that is distributed to over 27 agencies and offices in Baton Rouge, this would enable clients, potential clients, caregivers and older adults an opportunity to voice their opinion on services needed in the PSA. There was also several community meetings held in which adults with disabilities attended and were encouraged to ask questions and give feedback regarding the services the agency would include in the area plan.

The Meals on Wheels, Homemaker, Personal Care Services and Respite Programs have waiting lists which are maintained in our SAMS system. The Area Agency on Agency is committed to raising funds to assist with reducing/eliminating waiting lists. With the hiring of its new Executive Director in 2011, it was one of her major goals to secure fundraisers/grant writers to assist the agency with funding to alleviate the gaps in funding. Additional funding will enable the AAA to reduce the number of older adults on the waiting lists.

The AAA will also utilize the Aging and Disability Resource Center to refer clients who do not qualify for services or clients who require more skilled services than the Area Agency provides.

Service Needs

The services that are most needed by older adults are knowledge of services/how to apply, Homemaker Services, Meals on Wheels, Transportation, fall prevention and health care services. All services were gathered through the use of the needs assessment survey, community agency needs assessment survey and information gathered by the Information and Assistance Management Department. No information was obtained by agencies that specifically serve persons with disabilities.

The AAA will utilize the information gathered from the needs assessment to develop goals and objectives on how what services are most beneficial to the older adults. Each need addressed will be given careful consideration and a plan of action will be developed.

Service to Most-in-Need

The proposed method for giving priority in the delivery of services to older individuals with greatest social and economic need, (with particular attention to low-income minority individuals and individuals residing in rural areas) includes Care Managers utilizing the independent living assessment, which incorporates a scoring system that gives priority to these groups of individuals. EBRCOA will also conduct outreach to older individuals living in low-income senior housing developments. EBRCOA will give particular attention to older individuals residing in the northern rural areas of the parish, particularly Baker and Zachary. In addition, EBRCOA will give particular attention to those older individuals having the following rural zip codes: 70714, 70739, 70770 and 70791.

Needs Identified

Describe the existing and potential needs of older adults, adults with disabilities, and their caregivers in the PSA.

Knowing what services are available to them and how to access them is the top need identified by the Needs assessment. Seniors having someone to assist them in their home with light household duties and having someone bring them a meal are also needs that are a priority to older adults in the PSA. Transportation is always a need that older adults and their caregivers identify has something that is a barrier to them.

Resources

The AAA is already providing Homemaker Services and Meals on Wheels to needy older adults in the parish. However additional funding would enable the AAA to service more older adults.

The AAA is a provider that is a part of the Aging and Disability Resource Center(ADRC). According to the Capital Area Aging on Aging's website, "The Aging and Disability Resource Center (ADRC), also known as LouisianaAnswers.com Aging and Disability Information Station, is a "one-stop-shop" to access public and private programs at the community level". The ADRC enables providers and caregivers to access this online database to list programs and services and to seek services and programs that are beneficial to them or their loved ones. The ADRC also links individuals who contact them to the East Baton Rouge AAA for services.

Service Gaps and Barriers

Due to limited funding, the agency cannot provide services to all who request them. This means that older adults may have a great need for services but due to budgetary restraints, the agency is unable to assist them.

The most prominent barrier to services is transportation. For those older adults who don't have their own car or who live in the rural parts of the parish, transportation can be virtually nonexistent. East Baton Rouge Parish is set up to for persons to have personal vehicles. The bus system has not been designed to expand with the ever increasing populations demands of the parish.

Budget Impact

As a result of the Senior Needs and Services Surveys, the outcome of the surveys reveals that many of the services requested are the same as services currently provided by the East Baton Rouge Area Agency on Aging. Therefore, the AAA does not anticipate the need to reallocate funds within the proposed budget. However, due to an increase in the older adult population, the East Baton Rouge Area Agency will need to develop additional partnerships with community agencies to help alleviate the gap in funding.

The future direction of the AAA is to increase services provided to seniors with no increase in funding anticipated. This goal will be achieved by developing partnerships within the community and any additional funding required will be obtained through fundraising efforts in order for the AAA to obtain this goal. The ideal budget would include increased funding so that the council could increase the number of units of service to serve more seniors in the PSA. The increase in funding would also be allocated to these areas.

Section 6

Targeted Population

Area Agencies on Aging must target services to older adults within the PSA, with the following characteristics:

- older adults with the greatest economic need, with particular attention to low-income minority individuals;
- older adults with the greatest social need, with particular attention to low-income minority individuals;
- older adults who are Native American

Senior Centers are located throughout the PSA. These centers serve as a focal point for services to older adults in the targeted population. The senior centers offer a nutritious meal to assist the low income minority adults with food costs. Nutrition education is also provided at the senior centers to assist the targeted populations with knowledge on healthy eating. The AAA also coordinates with the GBR Food Bank to assist older adults with obtaining perishable food items so that they don't go hungry. The senior center also provides socialization and recreational activities that lessen the chance of isolation and depression of older adults.

As always transportation can be a challenge for older adults to receive services. The EBRAAA plans to bridge the gap between the low income minority and the services they require by providing low cost transportation. Living in a rural part of the parish can also be a challenge to receiving services. To assist with this challenge the AAA has strategically placed senior center in those rural areas. The senior center's each have a staff member to conduct outreach in the community and invite older adults into the senior center for assistance.

It is our goal to protect older adults and support healthy nutrition for all older adults in our PSA.

Section 7

Community Meetings

East Baton Rouge Area Agency on Aging

Area Plan Needs Assessment Community Meeting Record Fiscal Years 2016-2019

Date of Meeting May 19, 2014

Location of Meeting Baker Senior Center

1. Describe the format and attach copies of the agenda for the meeting.

The meeting was called to order by Ms. Charlene O'Neal. She gave a brief explanation of the purpose of the meeting. She then introduced Mrs. Shanda Cook-Grimes who explained what the Area Plan is, Purpose of the Area Plan, the Senior Needs Assessment Survey and why community participation is so vital to the formation of the plan. Mrs. Cook-Grimes distributed the surveys and instructed the seniors on how to complete the Senior Needs Assessment Survey. The participants were then encouraged to ask questions.

2. Briefly summarize comments of those in attendance at the meeting.

Individuals at the meeting wanted to know how completing the survey was going to benefit them. Participants were informed that completing the surveys would inform the agency what services they feel are most beneficial to older adults. Participants were very encouraged by this and completed the surveys and requested extra surveys for neighbors and friends.

3. Indicate revisions made due to comments, if applicable.

None required

4. Attach a copy of the attendance list indicating attendee's name, organization or group representing minority elderly person, rural elderly person, caregiver, and/or grandparent raising grandchild, etc. Mark as: Needs Assessment Community Meeting Record

Note: A separate Community Meeting Form is required for **each** meeting held.

Section 7

Community Meetings

East Baton Rouge Area Agency on Aging

Area Plan Needs Assessment Community Meeting Record Fiscal Years 2016-2019

Date of Meeting: May 21, 2014

Location of Meeting: Florida Blvd Senior Center

1. Describe the format and attach copies of the agenda for the meeting.

The meeting was called to order by Ms. Cynthia Smith. Ms. Smith instructed the participants that the Community Meeting would be led by Mrs. Shanda Cook-Grimes. Mrs. Cook-Grimes explained what the Area Plan is, the purpose of the Area Plan, the Senior Needs Assessment Survey and why community participation is so vital to the formation of the plan. Mrs. Cook-Grimes distributed the surveys and instructed the seniors on how to complete the Senior Needs Assessment Survey. The participants were then encouraged to ask questions.

2. Briefly summarize comments of those in attendance at the meeting.

There were no comments made from those in attendance.

3. Indicate revisions made due to comments, if applicable.

None

4. Attach a copy of the attendance list indicating attendee's name, organization or group representing minority elderly person, rural elderly person, caregiver, and/or grandparent raising grandchild, etc. Mark as: Needs Assessment Community Meeting Record

Note: A separate Community Meeting Form is required for **each** meeting held.

Section 7

Community Meetings

East Baton Rouge Area Agency on Aging

Area Plan Needs Assessment Community Meeting Record Fiscal Years 2016-2019

Date of Meeting May 20, 2014

Location of Meeting Pearl George Senior Center

1. Describe the format and attach copies of the agenda for the meeting.

The meeting was called to order by Mrs. Janis Williams. Mrs. Williams introduced Mrs. Shanda Cook-Grimes to participants and instructed them that she was there to conduct the community meeting. Mrs. Shanda Cook-Grimes explained what the Area Plan is, Purpose of the Area Plan, the Senior Needs Assessment Survey and why community participation is so vital to the formation of the Area Plan. Mrs. Cook-Grimes distributed the surveys and instructed the seniors on how to complete the Senior Needs Assessment Survey. The participants were then encouraged to ask questions. With no questions being asked, the participants completed the survey and Ms. Williams and Mrs. Cook-Grimes were available to assist should anyone need it.

2. Briefly summarize comments of those in attendance at the meeting.

No questions were made by the individuals in attendance.

3. Indicate revisions made due to comments, if applicable.

None

4. Attach a copy of the attendance list indicating attendee's name, organization or group representing minority elderly person, rural elderly person, caregiver, and/or grandparent raising grandchild, etc. Mark as: Needs Assessment Community Meeting Record

Note: A separate Community Meeting Form is required for **each** meeting held.

Section 7

Community Meetings

East Baton Rouge Area Agency on Aging

Area Plan Needs Assessment Community Meeting Record Fiscal Years 2016-2019

Date of Meeting: May 22, 2014 Location of Meeting: Central Senior Center

1. Describe the format and attach copies of the agenda for the meeting.

The meeting was called to order by Mrs. Ann Ardoin. Mrs. Ardoin introduced Mrs. Shanda Cook-Grimes to participants and instructed them that she was there to conduct the community meeting. Mrs. Shanda Cook-Grimes explained what the Area Plan is, purpose of the Area Plan, the Senior Needs Assessment Survey and why community participation is so vital to the formation of the Area Plan. Mrs. Cook-Grimes distributed the surveys and instructed the seniors on how to complete the Senior Needs Assessment Survey. The participants were then encouraged to ask questions. With no questions being asked, the participants completed the survey and Mrs. Ardoin and Mrs. Cook-Grimes were available to assist should anyone need it.

2. Briefly summarize comments of those in attendance at the meeting.

No comments were made by the individuals in attendance.

3. Indicate revisions made due to comments, if applicable.

None

4. Attach a copy of the attendance list indicating attendee's name, organization or group representing minority elderly person, rural elderly person, caregiver, and/or grandparent raising grandchild, etc. Mark as: Needs Assessment Community Meeting Record

Note: A separate Community Meeting Form is required for **each** meeting held.

Section 8

RESULTS OF PUBLIC HEARING

EAST BATON ROUGE AREA AGENCY ON AGING

1. Complete the following record for all Public Hearings conducted on the proposed plan.

LOCATION	DATE	# 60 + ATTEND	# SERVICE PROVID.	# ELECTED OFFICIAL	# PUBLIC OFFICIAL	# OTHERS	TOTAL # ATTEND
EBRAAA	7-24-14	40	2	0	0	7	49

Add more rows/pages as needed.

2. Briefly summarize comments of those in attendance.

Those in attendance inquired on how to qualify for in home services, having the CATS bus system create a stop in front of Council on Aging and finding a senior friendly event where the agency could create a “Split the Pot” to raise funds for agency.

3. Indicate needs identified through public hearings from the following:

Elected Officials:

None

Public Officials:

None

Service providers including Entitlement Programs:

No comments were given by service providers in attendance.

Service Recipients:

None

Older individuals:

None

Specify others, such as, caretakers:

None

4. Summarize comments and indicate revisions made due to comments, if applicable.

There were no revisions that needed to be made after the public hearing

5. Specify methods and dates used in publicizing hearings.

The Public Hearing was published in the Advocate and listed on the agency's website.

6. Indicate the views of service recipients regarding general policy in the development and administration of the area plan.

The service recipients were pleased to be included in the process

Section 9

Identification of Priorities

The East Baton Rouge Council on Aging utilized the Needs Assessment results to determine the goals and objectives for the next four year planning cycle. The top five needs that were selected by respondents were used to select the priorities of this new Area Plan. The agency will meet mandates by utilizing the data from the needs assessment process to develop new programs and services to enhance the quality of life of older adults.

The priorities that the East Baton Rouge Area Agency on Aging will endeavor to pursue during this planning cycle is to increase the knowledge of all older adults in the PSA regarding the programs and services the agency provides, increasing Meals on Wheels and Homemaker Services, developing a fall prevention program and increasing the health of older adults in the PSA.

It is the AAA's desire to accomplish these tasks by utilizing the federal, state, and local funds received, fundraising and collaborating with others when unable to provide the service.

Section 10

Area Plan Goals and Objectives

Category: Access

Narrative:

Knowledge of services and how to receive them was the item that was determined as most important to those who completed the survey. Older adults, families and caregivers need to know about services so they can adequately plan for the future. They also need to know what resources are available to them and where to access them in the community.

Goal Statement 1:

To provide a coordinated system of comprehensive information/resources to assist older adults in assessing services in the PSA

Rationale:

The AAA staff will provide older adults with the necessary tools and resources to effectively plan their long term care.

Objective 1.1

To maintain a comprehensive database of services that are beneficial to the older adults in the PSA.

Completion date: June 2019

Objective 1.2

The EBRAAA will increase their collaborations with the Senior Resource Guide, ADRC, Louisiana Senior Care and other Aging Network providers.

Completion date: June 2019

Objective 1.2

To update the referral guide yearly to ensure that the AAA has the most current information on goods and services in the PSA.

Completion date: July 1, 2015

Category: In Home Services

Narrative:

This was the second most requested service from the Senior Needs Survey.

Goal Statement 2:

To increase the number of older adult who receive Homemaker Services in the PSA.

Rationale:

This will enable more low income minority older adults to receive services thereby increasing the likelihood that they will be able to remain in their home and not have to go into a nursing home facility.

Objective 2.1

The EBRAAA will raise additional funds to reduce the waiting list for homemaker services with particular attention to low income minority older adults.

Completion date: 2015-2019

Objective 2.2

The EBRAAA will seek to collaborate with other community providers to assist seniors that require more skilled care.

Completion date: July 2016

Objective 2.3

Recognize issues and work to avoid duplication of services by other providers.

Completion date: June 30, 2019

Category: In Home Services

Narrative:

This was a high priority need as determined by the Senior Needs Survey.

Goal Statement 3:

To increase/maintain the number of older adults who receive Home Delivered Meals in the PSA.

Rationale:

To provide seniors with 1/3 recommended daily allowance which will enable them to pay utility bills or purchase life sustaining medications.

Objective 3.1

The EBRAAA will generate increased revenue through fundraising efforts and employee giving.

Completion date: June 30, 2019

Category: Health Promotion/Disease Prevention

Narrative:

Having access to health care services was determined as a high priority need by the majority of respondents who completed the Senior Needs Survey

Goal Statement 4:

To improve the health care quality for older adults in the PSA.

Completion date: June 30, 2019

Objective 4.1

To form new partnerships and collaborate with health care providers to bridge the gap between older adults and health care professionals.

Completion date: July 2016

Objective 4.2

To schedule presentations for new and existing providers to speak with the older adults at the local senior centers regarding health care and services needed.

Completion date: July 2016

Objective 4.3

The AAA will provide opportunities for older adults to seek information and resources regarding medication management.

Category: Health Promotion/Disease Prevention

Narrative:

One of the greatest concerns of older adults is falls resulting in a serious injury.

Goal Statement 5:

To develop/implement a fall reduction safety plan for older adults.

Objective 5.1

The AAA will offer a series of balance classes throughout the local PSA for all older adults.

Completion date: July 2016

Objective 5.2

To partner with other community organizations to begin a fall safety education class to be conducted at local senior centers, community centers and churches.

Completion date: July 2017

Objective 5.3

To develop and distribute home fall safety plans to older participants at the senior centers, by mail and via the agency website.

Completion date: July 2017



East Baton Rouge Council on Aging

EMERGENCY PREPAREDNESS PLAN

CONTINUITY OF ORGANIZATIONAL OPERATIONS PLAN

General Data, Forms, Checklists and Resources

Updated: September 2014

5790 Florida Blvd.

Baton Rouge, L 70806

Telephone: 225-923-8000 ~ Facsimile: 225-923-8030

Web site: www.ebrcoa.org

"Like" us on Facebook: www.facebook.com/EBRCOA

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INTRODUCTION

Management considers the safety of its employees, and volunteers as paramount when there is a life-threatening event. East Baton Rouge Council on Aging (EBRCOA) policies and procedures reflect this philosophy. Management trains operations personnel to ensure they act appropriately during significant events. Management has properly trained operations personnel to recognize events that could trigger implementation of the organizational operations plan. Although an event may not initially invoke the plan, it may become necessary as conditions and circumstances change. Employees must also receive training to understand event response escalation procedures. Employees as outlined in this plan must complete the attached forms. **We ask that you keep your crisis /emergency contact information up to date in the East Baton Rouge Council on Aging Office.**

POLICY

The agency will establish and maintain an Emergency Preparedness Program designed to manage the consequences of natural disasters or other emergencies that disrupt the agency's ability to provide service.

PURPOSE

To conduct business normally, it is important for the East Baton Rouge Council on Aging (EBRCOA) to have a strategy on preparation for emergencies. This plan must provide an organizational structure so that the agency can effectively prepare for both external and internal disasters that can negatively affect its environment of service.

STRUCTURE

The EBRCOA plays an important role as a provider of services to the residents of its community. EBRCOA is ready to assist as needed in case of community emergency, and as appropriate integrates its Emergency Preparedness Plan with community disaster plans, as appropriate, to support the community's response to a disaster. The agency will train its personnel in this plan.

The scope of this agency emergency plan, both internal and external, or natural and manmade, will determine the role of the agency or its personnel in responding to an emergency. The Agency will participate in at least two emergency preparedness drills per year.

This plan contains processes for preparedness, response, mitigation, and recovery in the event of an emergency. Mitigation activities are those this organization undertakes in attempting to lessen the severity and impact a potential disaster or emergency may have on its operation while preparedness activities are those an organization undertakes to build capacity and identify resources that may be utilized should a disaster or emergency occur.

DEFINITIONS

Disasters are unplanned events, which, if not approached with caution or dealt with properly, may cause death or severe injuries to employees, customers, and the general public, as well as disrupt services or even cause closure to area businesses.

External Disaster: A civil catastrophe, either manmade or caused by an act of God. An external disaster may overwhelm normal facilities. This condition can occur as a result of fires and explosions, storms, civil disorders, multiple injury accidents, military action, among other causes

Internal Disaster: An event such as a fire or explosion resulting in internal casualties or circumstances. If the situation requires the evacuation of clients, such evacuation will be coordinated with emergency service personnel from the fire and police agencies.

Natural Disasters: Include, but are not limited to; tornadoes, hurricanes, flash floods, winter storms, and pandemics.

Manmade Disasters: Include but are not limited to; fires, hazardous spills, explosions from chemical plants, radioactive emissions from nuclear plants and violence in the workplace.

COMMUNICATIONS

All communication, both within and outside the agency, will be coordinated through the receptionist desk, as directed by the Chief Executive Officer or a designee. Both the telephone system and cell phones will be used to provide communications between the agency and outside agencies. If a total telephone loss occurs, a messenger will be assigned to carry messages back and forth within the agency until other arrangements can be made.

The Chief Executive Officer is the spokesperson for the East Baton Rouge Council on Aging or her designee. Communications to outside organizations will proceed as directed by her.

To avoid an operational crisis and ensure the safety of all employees and clients, the following pages list policies and procedures the East Baton Rouge Council on Aging will use to prevent and/or prepare for catastrophic events.

It is the responsibility of the Chief Executive Officer or her designee to activate the Emergency Preparedness Plan.

Chapter 1: Preparation

Preparation for Emergency

The East Baton Rouge Council on Aging Emergency Planning Team has completed the following procedures:

- ❖ Once a year, Compile a list of current employee contact information, as well as a list of facility emergency contact information.
- ❖ Educate employees on correct closure and evacuation procedures. Drills regarding these procedures will occur twice a year.
- ❖ Locate and familiarize employees with the location of all fire extinguishers, utility boxes, gas and water shut off valves throughout the facility.
 - Extinguishers are located in numerous locations throughout the main office building. They can be found at the main kitchen entrance, and at the door leading to the loading dock
 - The fire alarm is connected to the security system and keypad is located at the main entrance door of the main hallway on second floor.
 - Utility boxes for the administrative office are located in the hallway across from the boardroom. Utility boxes for the main kitchen are located in the Utility Room to the right of the kitchen entrance.
 - The main gas valve is located near the rear entrance of the kitchen.
 - The water shut off valve is located on the front right side of the building.
- ❖ Determine the safest place in the building to go in the event of unfavorable inclimate weather conditions. See Shelter-In-Place Procedure.

- ❖ Have a back-up source of power so that necessities such as freezers and coolers can maintain temperatures.
- ❖ Develop a system of communicating to employees in case of an emergency. See Communication.
- ❖ Use a jump drive to back up all records and important documents that could possibly be destroyed or lost in an emergency. Keep all hard copies of documents in a secure place such a fire-retardant safe or cabinet.
- ❖ Develop first aid and disaster kits.
- ❖ Determine the role of the facility in the community in the event of a disaster.
 - EBRCOA will provide meals to displaced persons. The facility itself is not used as a shelter.
- ❖ Determine which local radio/television stations may be used to make announcements concerning closures and other disaster related information. Inform employees and volunteers, which stations they need to tune into.
 - WBRZ Channel 2
 - WAFB Channel 9
 - WJBO 1150 AM
 - WBMB (FOX) Channel 6
 - WXOK 1460 AM
 - WVLA Channel 33

Documents to have on hand

- ❖ Employee and volunteer emergency contact information (phones, cell phones, addresses, etc.).
- ❖ All client contact information (phones, cell phones, and addresses, etc.).
 - A “Client Assistance” list will be compiled by care managers; some clients will need immediate assistance in the event of an emergency such as those requiring evacuation assistance, oxygen or other life sustaining equipment.
- ❖ All site contact information (phones, cell phones, and addresses, etc.).
- ❖ All vendors and their representative person (address, phone number, etc.).
- ❖ All-important documentation pertinent to the EBRCOA Operation.

The secure location where these documents will be located at the EBRCOA will be the Chief Operations Officer’s office. These documents will be updated annually to ensure information is current. East Baton Rouge Council on Aging staff will have a computer version (preferably backed up on multiple jump drives) and a hard copy version (in a safe off-site secure location) of the following information on hand at all times in the event of an emergency. In addition to keeping important documentation at an offsite location, copies will be given to three members of the Emergency Planning Team who live in different parts of the parish. These individuals will have the documents with them at all times and shall safely store the documents in a secure location other than the main office building.

Employee Personal Preparedness

Each employee must have an emergency plan of action for his or her family. In the case of an emergency they will be able to coordinate their personal plan with their duties and responsibilities at East Baton Rouge Council on Aging. Usually employees are not allowed to use their personal cellular phones during work. However, in an emergency it is important for

them to know if their families are safe and out of harms way. If telephone lines are open, permit employees to attempt contact with families from the facility telephone or their personal cellular phone. Encourage employees to:

- ❖ Think about how they would communicate with their families in case they are separated from one another or injured in an emergency.
- ❖ Designate one out of town contact for all family members to call in case of an emergency.
- ❖ Decide on a place to meet family members in case they cannot get home in an emergency.

❖ **Disaster and First Aid Kits**

Disaster Kit

- ❖ Three-day supply of non-perishable food
- ❖ Three-day supply of water; (number of individuals x gallon x 3 days)
- ❖ Battery-powered radio with extra batteries
- ❖ Moist towelettes
- ❖ Toilet paper
- ❖ Matches, in a water-proof container
- ❖ Whistle
- ❖ Manual can opener
- ❖ Extra articles of clothing
- ❖ Basic tool kit (hammer, nails, screwdriver, screws, pliers, wrench)
- ❖ Hand sanitizer

First Aid Kit

- ❖ Absorbent compress dressings
- ❖ Adhesive bandages
- ❖ Adhesive cloth tape
- ❖ Antibiotic ointment packets
- ❖ Antiseptic wipe packets
- ❖ Packets of aspirin, Tylenol and Advil
- ❖ Blanket
- ❖ Instant cold compress
- ❖ Non-latex gloves (size: large)
- ❖ Hydrocortisone ointment packets
- ❖ Scissors
- ❖ Roller bandage
- ❖ Sterile gauze pads
- ❖ Oral thermometer (non-mercury/non-glass)
- ❖ Triangular bandages
- ❖ Tweezers
- ❖ First aid instruction booklet

Location of emergency kits

- ❖ First aid kits
 - Activities Department
 - Kitchen
 - Supply Room (Second Floor)

- Senior Centers

STORING AND MAINTAINING SAFE WATER

The East Baton Rouge Council (EBRCOA) on Aging needs to have 525 gallons (35 employees x 5 gallons x 3 days) of water on hand for employees in case of an emergency.

Whether the facility is storing fresh water or treating possibly contaminated water, safe water is a necessity to have in case of an emergency.

- ❖ Commercially bottled water is the safest and most reliable supply of water.
- ❖ If the East Baton Rouge Council on Aging is preparing their own water, the following guidelines must be followed:
 - A food-grade water storage container must be used.
 - The containers must be cleaned with dish soap, then sanitized using 1 teaspoon of chlorine and 1 quart of water, and finally rinsed.
 - Fill the container to the top with water, and close the container with the original lid.
 - Label and date the container, and store in a cool, dark place.
 - The water needs to be replaced every six months if unused.
- ❖ If the only water available in an emergency situation is possibly contaminated, the water must be treated before drinking, washing dishes, food preparation, making ice, or brushing teeth.
 - Boiling: Boiling is the safest method of treating water. Bring water to a rolling boil for one full minute, let cool, then pour water back and forth between two clean containers to put oxygen back into it.

- Chlorination: Use regular unscented bleach (5.25-6.0% sodium hyper chlorite) from an unopened bottle. Add 16 drops of bleach per gallon, stir, and let stand for 30 minutes. If the water **does not** have a slight bleach odor, repeat the dosage and let stand another 15 minutes. If it still does not smell of bleach, find another source of water.
- Distillation: Distillation involves removing microbes that neither chlorination nor boiling can remove. Fill a pot halfway with water, and tie a cup to the handle on the pot's lid so that it is right side up when the lid is upside down. Boil water for 20 minutes; the water that collects in the cup is distilled and safe to drink.

EMERGENCY CONTACT INFORMATION

Dial 9-1-1 in an emergency.

Non-Emergency Police/Fire: 225-389-2000

Insurance Provider: Arthur Gallagher Property/General Liability- 225-292-3515
Contact Person: Jill Couvillion

Gas: Atmos Energy- 1-888-286-6700

Electricity: Entergy- 800-368-3749

Water: Baton Rouge Water Company 225-925-2011

Telephone/Cable: Cox Communications- 615-1000

Local Health Department: East Baton Rouge Parish Health Department 225-242-4860

Food Service Suppliers: Doerle Food Services, LLC 1-800-256-1631

Media Contacts: CBS News, 225-383-9999, WBRZ News 225-387-2222

Dry Ice/Ice Vendor: Baton Rouge Packaging and Shipping Inc 225-293-7022

HAZMAT Clean Up: Protect Environmental Services Inc. 225-354-1421

Food Bank: Greater Baton Rouge Food Bank 225-275-0655

Continuity of Operations Plan

East Baton Rouge Council on Aging

5790 Florida Blvd

Baton Rouge, LA 70806

If this location is not accessible we will operate from the location below:

Greater King David Baptist Church

222 Blount Road

Baton Rouge, LA 70807

225-775-0884

The following person is our primary crisis manager and will serve as the company

spokesperson in an emergency:

Tasha Clark-Amar, Executive Director

Cell: 225-281-6941 **Office:** 225-923-8000 ext. 222

tamar@ebrcoa.org

If the person is unable to manage the crisis, the person below will succeed in management:

Shontell LeBeouf

Cell: 225-317-0086 **Office:** 225-923-8000 ext. 210

slebeouf@ebrcoa.org

Shanda Cook-Grimes, Project Specialist

Cell: 225-278-3521 **Office:** 225-923-8000 ext. 208

scook@ebrcoa.org

Monique Harper, Director of Nutritional Services

Cell: 225-317-1812 **Office:** 225-923-8000 ext. 249

Johnathan McGee, Director of Information and Assistance Management

Cell: 225-276-4767 **Office:** 225-923-8000 ext. 221

Chapter 2: Communication



WE CARE FOR OUR CLIENTS

- ❖ Planning for an emergency:
- ❖ Before an emergency or disaster strikes the East Baton Rouge Council on Aging will help clients prepare by doing the following:
 - Create a laminated checklist for clients concerning their shelf-stable meals, first aid and disaster kits, in-home shelter areas, emergency contacts, and evacuation plan.
- ❖ Responding to an emergency: Once the Emergency Planning Team receives information that the East Baton Rouge Council on Aging will be operational. The staff will do their best to ensure the clients receive the help they need.
 - If clients must evacuate from their homes, the East Baton Rouge Council on Aging will partner with the following organizations to ensure all clients are safely evacuated:
 - Mayor's Office of Homeland Security and Emergency Preparedness
 - East Baton Rouge Parish Police Department
 - East Baton Rouge Parish Fire Department
 - East Baton Rouge Parish Sheriff's Department
 - Louisiana State Police

- If the clients must seek shelter in their homes, East Baton Rouge Council on Aging will partner with the following organization to ensure all of the clients are safe:
 - East Baton Rouge Parish Police Department
 - East Baton Rouge Parish Fire Department
 - East Baton Rouge Parish Sheriff's Department
- If the East Baton Rouge Council on Aging need to feed at-risk individuals along with the Meals On Wheels clients in the case of a disaster, the organization will adhere the following:
 - Prepare additional meals in accordance with how many additional people the East Baton Rouge Parish area shelters are hosting, to ensure that no one goes without food during a disaster.

BE INFORMED

The following disasters could impact East Baton Rouge Council on Aging

- ❖ Natural Disasters: Severe thunderstorms, Hurricanes, Tornadoes, Floods, and Severe Winter Weather.
- ❖ Public Safety Disasters: Pandemics, Chemical Spills and Radioactive Nuclear Emissions
- ❖ Manmade Disasters: Fires and Terrorist attacks

EMERGENCY PLANNING TEAM

The following people will participate in emergency planning and crisis management:

- ❖ Executive Director: Tasha Clark-Amar
- ❖ Chief Operations Officer: Shontell LeBeouf
- ❖ Project Specialist: Shanda Cook-Grimes

- ❖ Director of Information and Assistance Management: Johnathan McGee
- ❖ Director of Nutritional Services: Monique Harper
- ❖ Meals on Wheels Supervisor: Deborah Hayes

WE PLAN TO COORDINATE WITH OTHERS

The following people from the public service area will participate in conjunction with the EBRCOA emergency planning team:

- ❖ Governor’s Office of Homeland Security and Emergency Preparedness
- ❖ Mayor’s Office of Homeland Security and Emergency Preparedness

OUR CRITICAL OPERATIONS

The following is a prioritized list of our critical operations, staff and procedures that is required to recover from a disaster.

<u>Operation</u>	<u>Staff in Charge</u>	<u>Action Plan</u>
Kitchen operations	Monique Harper	Ensure delivery of meals
Client Assistance	Johnathan McGee	Locate clients, make ensure their safety
	I & A Staff	Assist with locating clients and ensuring safety
	MOWS Drivers	Assist with locating clients and ensuring safety
Building Security	Vincent James	Secure building
Building Operations	Shontell LeBeouf	Maintain order during emergency situations

INFORMING OTHERS

EBRCOA will communicate the emergency plans with co-workers in the following manner:

An emergency plan will be established and formal Emergency Procedures meeting with all employees will be conducted twice yearly. This meeting will be facilitated by the Emergency Planning Team to discuss how to handle emergency procedures.

EBRCOA will communicate the emergency plans with volunteers in the following manner:

During volunteer orientation, an “emergency procedures for volunteers” section will be added, so that the volunteers will know how to respond to emergencies in a calm, orderly manner.

EBRCOA will communicate the emergency plans with the community in the following manner:

EBRCOA’s emergency plans will be posted on our website, www.ebrcoa.org, and will also be in a printed format in the Florida Boulevard office.

In the event of a disaster, EBRCOA will communicate with employees in the following manner:

The emergency plan of action will be communicated to employees through the use of a systematic telephone tree system with a complete employee contact list.

In the event of a disaster, EBRCOA will communicate with volunteers in the following manner:

The volunteer supervisors will use a systematic telephone tree system to address emergency situations and to alert volunteers of their responsibilities, which will vary depending on the type of emergency.

In the event of a disaster, EBRCOA will communicate with the community in the following manner:

EBRCOA will notify the community relative to the disaster plans via the agency website. In the event of a power outage, parish officials (fire, sheriff and police department) will be notified of the emergency action plans and the community can access these departments for

further information. Also, updates will be given to local radio and news stations and updates will be listed at the bottom of television screen with other pertinent local and emergency information.

COMMUNICATION

The Emergency Planning Team will conduct shelter, evacuation, and other emergency procedure practices twice yearly. The team will facilitate meetings that will explain all procedures in detail to familiarize employees with possible emergency situations. This process is to ensure that all employees respond appropriately during an actual emergency, to guarantee their safety, as well as the efficiency of the in home services, foodservice and volunteer operations.

The Meals on Wheels Coordinator will inform drivers of emergency procedures during orientation. They will be given information on changing locations, and when/where to deliver meals through a phone tree system.

Care Managers will remind clients once every three months regarding the location and a brief explanation about their emergency checklists and to verify the number of shelf stable meals that are in their homes.

SHELTER-IN-PLACE PLAN FOR East Baton Rouge Council on Aging

EBRCOA disaster team has had meetings with employees regarding the emergency supplies and how the facility will provide shelter at the main office location and the supplies individuals might consider keeping in a portable personalized kit for individual needs. EBRCOA will practice shelter procedures twice yearly.

If employees must take shelter quickly:

The plan of communication starts with the Executive Director and she is required to enroll the agency with weather.com to receive e-mail alerts of severe weather. The Executive Director is to then notify all employees via intercom, updating them frequently of severe weather status

updates. In addition to this, the Chief Executive Officer will issue the directive when it is necessary to evacuate the building, move to the sheltering room and alert the employees. The Chief Executive Officer must also have the employees and facility emergency contacts lists, as well as a cellular phone accessible for emergency calls.

1. **Warning System:** Our warning system is the local news station severe weather alert program and intercom system within the main office building.
2. **Storm Shelter Location:** The location of the weather shelter for employees is the Resource Development Department. It is the innermost room of the facility, is constructed of brick and has no windows. The capacity of the room can accommodate the entire staff. During severe weather such as strong thunderstorms, tornadoes and hurricanes, the staff must report to this room as directed by the Chief Executive Officer. The location of the weather shelter for clients is the Auditorium on the first floor. This is the innermost room and can accommodate the clients.
3. **Shelter Manager and Alternate:** Project Specialist and Chief Operations Officer.
 - a. **Responsibilities include:** The responsibilities include ensure shelter is clear of potentially dangerous objects in the event of severe weather. Once the employees have entered the shelter, it is the Project Specialist's responsibility to conduct a head count to verify that all employees are sheltered safely. The Project Specialist also needs to ensure the first aid kit is stocked and placed in the shelter during the time of a disaster. Project Specialist must have the employee contact list and a cellular phone.

4. **Closure Manager and Alternate:** Chief Executive Officer and Chief Operations Officer.
 - a. **Responsibilities include:** The responsibilities include making final decisions as to when to close the kitchen facilities, assigning closing tasks to kitchen staff and ensuring all equipment is properly turned off.
5. Chief Executive Officer is responsible for issuing all clear.

❖ **EVACUATION PLAN FOR THE EAST BATON ROUGE COUNCIL ON AGING**

EBRCOA has located, copied and posted building and site maps and exits are clearly marked. Employees will practice evacuation procedures twice yearly during the emergency procedures meeting.

If employees must leave the workplace quickly: The Executive Director will notify employees via the intercom system to evacuate the building. Emergency exits are located at the loading dock, rear of building and front entrance of building.

1. **Warning System:** The warning system that will be used is the local television stations severe weather alert program and intercom system in office. **Evacuation Site:** Employees will then be allowed to evacuate to their perspective residences.
2. **Central Kitchen/Assembly Site Manager and Alternate:** Director of Nutritional Services and Director of Facilities
 - a. **Responsibilities Include:** Ensuring distribution site is clear of potentially dangerous objects in the event of severe weather. The Director of Nutritional Services also needs to verify the first aid kit is stocked and at the site during a

disaster. In addition, the Director of Nutritional Services also needs to have a current employee contact list and a cellular phone.

3. **Closure Manager and Alternate:** Chief Executive Officer and Chief Operations Officer
 - a. **Responsibilities Include:** The responsibilities include making final decisions on when to close the kitchen facilities, assigning closing tasks to kitchen staff, and ensuring all equipment is properly turned off.
4. The Chief Executive Officer is responsible for issuing all clear.

SUPPLIERS

Company Name: Doerle Food Services, LLC.

Street Address: P.O. Box 1440

City/State/Zip: Broussard, LA 70518

Phone/ Fax/E-mail: 1-800-256-1631

Company Name: General Paper

Street Address: P O Box 98509

City/State/Zip: Baton Rouge, LA 70884

Phone/ Fax/E-mail: 225-291-7827 Fax: 225-294-7883

Company Name: Brown's Dairy

Street Address: P O Box 62600 Dept. 1162

City/State/Zip: New Orleans, LA 70162-2600

Phone/ Fax/E-mail: 225-273-9363 Cell: 225-202-3181

Materials/Service Provided: Food Products/Milk/Paper Goods

If this company experiences a disaster, we will obtain supplies/materials from the following

Company Name: Piccadilly Food Service

Street Address: 3232 South Sherwood Forest Boulevard

City/State/Zip: Baton Rouge, LA 70816

Responsibilities: If there is a problem, contact the Director of Finance, who will have access to the contractor account numbers and account contact person.

Chapter 3: Natural Disasters



SPECIFIC DISASTERS AND EMERGENCY ACTIONS

All home-bound Meals on Wheels clients will be given two shelf stable meals prior to an emergency event occurring. The clients need to be informed, however, that these meals are only to be eaten in the event that East Baton Rouge Council on Aging is closed due to an emergency and to replace a meal normally prepared by consuming this meal. These extra meals will afford EBRCOA the time to ensure employees can return to work safely, readjust their facility and operation, as well as gather supplies for emergency service provision.

Natural Disasters

SEVERE THUNDERSTORM

Severe thunderstorms can produce strong winds, heavy rain, large hail, flash floods, fires from lightening and power outages. A severe thunderstorm is classified as a storm that has wind gusts of 57 miles per hour or higher, and/or has hail $\frac{3}{4}$ of an inch in diameter. Severe Thunderstorm Watches are issued when conditions are favorable for the development of strong storms and Severe Thunderstorm Warnings are issued when large storms with hail and wind have actually been reported and put life and property in danger.

All Meals-On-Wheels operations will cease during severe thunderstorms and will resume once crisis has ended. The Emergency Weather warning system will send updates

to the Supervisory Staff via computer/cell phone if a Watch or Warning is issued. If needed, proceed with the shelter-in-place plan. If a flood, fire, or power outage occurs due to a strong storm, please review the corresponding sections of the Emergency Preparedness Plan for appropriate actions.

HURRICANE

A hurricane watch is issued when conditions such as high winds, heavy rain and flash flooding pose a threat to the area within 36 hours. A hurricane warning is issued when wind speeds are 74 miles per hour or higher and when a hurricane is expected to make landfall within 24 hours. If flooding or power outages have occurred due to hurricane effects, please see corresponding sections of the Emergency Plan for proper actions.

Procedures before the storm (Hurricane Watch effective):

- ❖ Disaster Preparedness Team members and employees are expected to report to work to secure the facility. While inside the building, the Executive Director is to remind employees to wear the agency issued identification badges, the exits they should use, to fill their vehicle gas tanks, get a weeks supply of cash, inform their families and carry a valid state-issued form of identification on them at all times.
- ❖ The Director of Facilities is to check emergency generators, emergency safety supplies, water and emergency food stores, and contact lists. Ensure all are updated and ready for use.
- ❖ The employees need to secure the building; move books, documents, electronics and food at least 3 feet above the floor to protect from flooding.
- ❖ The Chief Operations Officer will make duplicates of important documents and lock up and store electronics to prevent tampering and theft if necessary.

- ❖ Maintenance personnel should cover windows with plywood, remove all non-secured items to one area of the building and have maintenance personnel adjust freezers and coolers to their lowest settings.
- ❖ Three persons who live in different parts of the parish are to have in their possession, bound copies of emergency documents, including the Disaster Preparedness Plan, Emergency Contact Sheet, route sheets, other notable documents, as well as a jump drive with important files and other vital information stored on it. For the current staff, these persons are Shanda Grimes, Shontell LeBeouf and Charlotte Turner).
- ❖ The van drivers are to place a sign with their coolers at the meal sites informing drivers to notify their clients that severe weather is approaching. These signs should remind them to check their emergency checklists (information about their shelf stable meals, shelter areas, emergency contacts, etc.)
- ❖ The Dietician and Director of Nutritional Services are to prepare a preplanned emergency menu that first utilizes food from coolers and freezers.

Procedures during the storm (Hurricane Warning effective):

- ❖ Employees are to remain at home for the first day (or first two days if warning is still in effect) of a Hurricane Warning.
- ❖ If employees are in the building when weather becomes severe, they should follow the shelter-in-place plan until the Shelter Manager recommends that it is safe to leave.
- ❖ Drivers are not to deliver meals to clients on their perspective meal routes.
- ❖ Clients should consume one (or more if needed) of their shelf stable meals.

Procedures after the storm:

- ❖ After the warning has been lifted or after two days for a warning being in effect, the Chief Executive Officer and Director of Facilities will determine whether the building is suitable for daily operation or if the emergency facility needs to be accessed. Once they have checked the safety of the building and food (check utilities, electrical wires, leaks, storerooms, coolers, and any debris) they will begin the telephone tree to notify employees to either return to the main office building if it is safe or to resume work in the emergency location.
- ❖ The Dietician and Director of Nutritional Services are to activate the pre-planned emergency menu and contact emergency suppliers and/or contractors if necessary. If food at the main office building is safe, vans will transport to meal sites and clients. The Director of Information and Assistance Management will contact all care managers and care managers will contact Meals on Wheels, Homemaker and Respite clients and establish whether they are in their homes, a shelter, or at a relative's residence and whether or not they need medical/physical assistance. The homemakers/respice workers will update the Care Managers on all client location changes.

TORNADOS

A Tornado Watch is issued to alert the area of the possibility of a tornado developing. At this point, a tornado has not been seen but the conditions are very favorable for tornados to occur at any moment. A Tornado Warning is issued when a tornado has actually been sighted or has been detected on radar by the meteorologists. This means those inhabiting the area need to take shelter immediately in a safe sturdy structure.

- ❖ **Procedure before a tornado (Tornado Watch effective):**

- ❖ The Chief Executive Director will alert employees via intercom of impending weather.
- ❖ Kitchen operations are to operate normally.
- ❖ MOW drivers will deliver routes as usual.
- ❖ The van drivers and MOW Drivers are to place a sign with their coolers at the meal sites that inform drivers to notify the clients on their route that severe weather is approaching. This sign should remind them to check their emergency checklist (information about their shelf stable meals, shelter areas, emergency contacts, etc.).
- ❖ **Procedure during a tornado (Tornado Warning effective):**
 - ❖ Follow Shelter-In-Place Procedure
 - ❖ Employees should use arms to protect their head and neck or use a heavy blanket, pillow, etc., to help protect and cover head.
 - ❖ Drivers are not to deliver meals until warning has been lifted. If this is throughout the delivering period, clients will consume their shelf stable meal.
 - ❖ Kitchen operations will cease until storm cell passes through the area.
- ❖ If drivers are in a vehicle or outdoors:
 - ❖ Never drive when a tornado has been spotted in the area. Tornadoes can change directions quickly and can lift and toss vehicles through the air.
 - ❖ If you are in the midst of a delivery route and a warning is issued, return to the meal delivery site until the storm has subsided. Continue delivering meals after storm has passed if weather permits.
 - ❖ If shelter is not available or there is no time to get indoors, lie in a ditch or low-lying area or crouch near a strong building. Be aware of the potential for flooding. Use your arms to protect your head and neck.

❖ **Procedures after a tornado have occurred:**

- ❖ If flooding or a power outage has occurred due to the tornado, please see corresponding sections of the Emergency Plan for proper actions.
- ❖ If damage to the building occurs before meals are prepared for the day, clients will consume their shelf stable meal.
- ❖ Drivers will not deliver meals on those days.
- ❖ After the warning has been lifted or after the tornado has passed, the Chief Executive Director, Director of Facilities and Director of Nutritional Services will determine whether the building is suitable for reopening and operating or if the emergency facility needs to be used. Once they have checked the safety of the building and food (check utilities, electrical wires, leaks, storerooms, coolers, and any debris) they will begin a telephone tree to notify employees to either return to the main office building if it is safe or to resume work in the emergency location.
- ❖ The Chief Executive Officer is to initiate the pre-planned emergency menu into effect and contact emergency suppliers and contractors if necessary. If food from the main office building is safe, vans will transport the food to the new location. If vans are not accessible, employees will be contacted to assist in relocating the food.
- ❖ The Director of Information and Assistance Management will notify all care managers and care managers will notify all Homemakers/Respite workers to check on their clients to verify if they need medical or other assistance.

FLOODS

Flooding in East Baton Rouge Parish would be caused by excessive rainfall from severe storms.

A Flash Flood Watch means a flash flood is possible in the area, because conditions are more

favorable than usual for its occurrence. A watch is a recommendation for planning, preparation and increased awareness (be alert for changing weather, listen for further information and think about what to do if the danger materializes). A Flash Flood Warning means a flash flood is eminent or occurring; take immediate action to protect life and property. When either of these occurs, precautionary measures must be taken to ensure the safety of the EBRCOA employees, volunteers and clients.

Procedures before a flood (Flood Watch Effective):

- ❖ The Congregate Meal and MOW drivers need to report to work to secure the building, move books, documents, electronics and food at least three feet above the floor to protect from flooding. The Chief Executive Officer will remind all employees and volunteers to wear agency issued identification badges, what exits to use, fill their gas tanks, get a weeks supply of cash, and carry a valid state issued form of identification on them at all times.
- ❖ Elevate the water heater and electric panel if susceptible to flooding.
- ❖ The Chief Operations Officer will make duplicates of important documents and secure electronics to prevent from theft if necessary.
- ❖ The Director of Nutritional Services/Director of Facilities is to check emergency generators, emergency safety supplies, water, emergency meals and contact lists. Make sure all are updated and ready for use.
- ❖ If flooding is anticipated, turn off gas valves in the kitchen.
- ❖ Congregate drivers are to place a sign with their coolers at the meal sites that inform volunteers to notify their route clients that severe weather is approaching, and remind

them to check their emergency checklist (information about their shelf stable meals, shelter areas, emergency contacts, etc).

- ❖ The Chief Executive Officer and Director of Nutritional Services are to develop a preplanned emergency menu that utilizes first the food from coolers and freezers.

Procedures during a flood (Flood Warning effective):

- ❖ If EBRCOA has not opened yet, employees should remain at home.
- ❖ Drivers are not to attempt delivering meals on their routes.
- ❖ Clients are to consume one (or more if needed) of their shelf stable meals.
- ❖ If employees or volunteers are in the building when weather becomes more severe, they should follow the Shelter-In-Place procedure until the shelter manager decides it is safe to leave.
- ❖ Listen to the radio or television for information about current situations.

Procedure after a flood has occurred:

- ❖ After the warning has been lifted or after extreme flooding has subsided, the Executive Director and Director of Facilities will determine whether the building is suitable for reopening and operating or if the emergency facility needs to be used. Once they have checked the safety of the building and food (check utilities, electrical wires, leaks, storerooms, coolers and any debris) they will begin a telephone tree to notify employees to either return to the original facility if it is safe or to resume work in the emergency location.
- ❖ The Director of Nutritional Services is to put the pre-planned emergency menu into effect and contact emergency suppliers and contractors if necessary.

- ❖ If food from original location is safe, vans will transport to meal sites. Meals on Wheels drivers will be contacted to assist in delivering meals.
- ❖ The Director of Information and Assistance Management will notify care managers and care managers will notify all homemakers/respice workers to locate their clients and find out whether they are in their homes, in a shelter, or with a relative and also to ask whether or not they need medical or other assistance. The homemakers/respice workers will then update the Director of Information and Assistance Management of the location changes of the clients.

POWER OUTAGE

A power outage refers to the short-term or long-term loss of the [electric power](#) to an area and may also be known as a power outage, power failure, power loss, brownout or blackout. There are many causes of power failures in an electricity network. Some causes include faults at [power stations](#), damage to power lines, [substations](#) or other parts of the [distribution](#) system, a [short circuit](#), or the overloading of electricity mains. Having staff well trained for potentially hazardous situations is very important. Freezers should always be kept at zero degrees Fahrenheit and the cooler at or below 39 degrees Fahrenheit. Use thermometers to check temperatures regularly to ensure everything is up to Serve Safe Standards.

Procedure if power outage is anticipated:

- ❖ Director of Nutritional Services should keep freezers, as full as possible and foods close together to ensure all food stay frozen longer. Adjust coolers/freezers to lowest possible temperature.
- ❖ Dry ice vendor should be contacted immediately to obtain ice or dry ice to keep freezers and cooler cold.

- ❖ Keep picnic coolers for refrigerated food to ensure food is being kept safe.
- ❖ Director of Nutritional Services/Director of Facilities is to check emergency generators, safety supplies, water, food storage and contact lists. Make sure all are updated and ready for use.

Procedures during a power outage:

It is essential that food is kept safe in a food service operation. Food borne illnesses or outbreaks may occur when food is left in improper temperatures for a certain period of time. If the facility of a food service industry loses power, certain measures must be taken to ensure all food is being stored and cooked properly:

- ❖ The Director of Nutritional Services is to control temperature in the freezer and cooler if possible. If doors are kept closed, the cooler can keep cool for up to four hours if it is not opened. A freezer will hold temperature for about 48 hours if it is full or 24 hours if it is half full.
- ❖ If the power outage occurs before meals are delivered/received, the Meals on Wheels Supervisor will notify drivers that meals will not be delivered that day.
- ❖ Clients are to consume their shelf stable meal.
- ❖ If power outage occurs during meal delivery, only deliver meals that are thoroughly ready. For the remaining meals have a pre-planned emergency cold meal plan, or allow the remaining clients consume shelf stable meals.
- ❖ Place ice or dry ice in the storage area to help keep it cooler longer. When using dry ice, make sure there is proper ventilation to avoid carbon dioxide build up.
- ❖ Limit opening the freezer and close freezer doors immediately after you enter and exit.

- ❖ The Director of Nutritional Services should check temperatures before removing food to ensure it is not in the danger zone.
- ❖ After four hours into the power outage, any food left should be discarded. After food from the cooler runs out or is no longer safe to use, start using food from the freezer.
- ❖ After 24 to 48 hours the food from the freezer needs to be discarded.

Procedures after power outage:

- ❖ If power is restored, the kitchen manager will check safety of all food in freezer and cooler; discard any items that have spoiled.
- ❖ Check the temperatures in all cold storage sites. If food in the freezer is below 40 degrees Fahrenheit and ice crystals are present, the food can be refrozen or immediately cooked.
- ❖ If there is not a thermometer in the freezer or cooler, check each package to determine whether it will be usable or discarded.
- ❖ If power outage lasts longer than four hours for the cooler and 48 hours for the freezer, clean and sanitize units before adding new foods to remove any possible cross contamination from spoiled food. Wash shelves and trays with hot water and baking soda, rinse and sanitize. If necessary, allow units to air out for several days to diminish odor.
- ❖ If power is not restored after one day, operations will resume in the emergency locations. The Chief Operations Officer will begin telephone tree to inform employees of changes. The Director of Nutritional Services will notify the kitchen employees of where to go as well.

- ❖ Any shelf stable food from the original location that is safe to use will be delivered by the drivers.
- ❖ The Meals on Wheels Coordinator will notify the meals on wheels drivers on when to return to work.

WINTER WEATHER/ICE

Although winter storms and heavy ice are not common in the Baton Rouge area, there have been wintry conditions in the past that have closed portions of the city, made travel dangerous, closed roads and caused power outages. If a storm system is apparent, the National Weather Service may issue a Winter Storm Watch, which means that there is possible severe winter weather approaching within the next 24-36 hours. A Winter Storm Warning means that severe conditions are imminent for the surrounding area. Freezing rain can also cause icy conditions, making transportation difficult.

Procedures before Winter Storm (Winter Storm Watch effective):

- ❖ Employees are to arrive at the facility as scheduled.
- ❖ The Director of Facilities is to check emergency generators, emergency safety supplies, water and emergency food stores, and contact lists. Make sure all are updated and ready for use.
- ❖ Have maintenance personnel turn freezers and coolers to their lowest settings in preparation for a power outage.
- ❖ Three persons of the Emergency Planning Team who live in different parts of the parish are to take home booklets of emergency documents, including the Disaster Preparedness

Plan, Emergency Contact Sheet, route sheets, any other notable documents, and a jump drive with important files or information stored on. For the current staff, these persons are Shanda Grimes, Shontell Lebeouf and Charlotte Turner.

- ❖ The Congregate drivers are to place a sign with their coolers at the meal sites that inform employees to notify their route clients that severe weather is approaching. This sign should remind them to check their emergency checklist (information about their shelf stable meals, shelter areas, emergency contacts, etc.).
- ❖ Care Managers are to check on high-risk clients, making sure they are prepared for impending weather.
- ❖ The Meals on Wheels Coordinator should start a telephone tree with the drivers to remind them that emergency procedures will most likely be taking place soon, and to be aware of any changes in normal operating schemes.
- ❖ The Director of Nutritional Services is to come up with a preplanned emergency menu that first utilizes food from coolers and freezers

Procedures during a Winter Storm (Winter Storm Warning effective):

- ❖ In the event of a winter storm closing the East Baton Rouge Council on Aging's main facility, employees are not to arrive at work.
- ❖ Meals will not be delivered to clients; they are to consume their shelf stable meals.
- ❖ Meals on Wheels Drivers will be notified by the Meals on Wheels Coordinator that the facility is closed. They will not deliver meals when winter weather has become severe enough to close the facility.

Procedures after Winter Storm

❖ Once the winter storm warning has been lifted and roads are deemed safe to travel by local authorities, the building will be reopened and business will continue as usual.

❖ If any vendors or contractors cannot continue providing services for any reason, please see list of alternates.

❖ If there is a power outage due to an ice storm, please follow the power outage procedures.





Chapter 4: Public Safety Disasters

PANDEMICS

A pandemic is a large outbreak of a specific disease that affects a significant number of people. The illness spreads rapidly and can be fatal. It consists of waves lasting about six to eight weeks and multiple waves of illness can occur up to two years. The common flu is a respiratory illness that is transmitted between people. Most people have some immunity and a vaccine is available. The Pandemic Flu, however, is a new strain of influenza viruses carried and spread between people, but there is little or no immunity against it. Avian (Bird) Flu is a disease caused by influenza viruses carried and spread amongst birds. In order to prepare for the outbreak of an illness, the East Baton Rouge Council on Aging is preparing in the following ways:

Procedure before an outbreak occurs (anticipated):

- ❖ The Emergency Planning Team will allocate resources to protect employees, volunteers and clients during a pandemic.
- ❖ Employees and volunteers will be cross-trained so they can manage other positions if necessary.
- ❖ The Director of Nutritional Services will plan for shortage of supplies and determine what needs to be ordered. Because of increased demand during a pandemic, the East

Baton Rouge Council on Aging may run out of items such as cleaning supplies, masks and rubber gloves. Extra tissue, disinfectant and hand sanitizer products should also be ordered. It may be difficult to purchase such products once a pandemic begins.

- When planning for shortage, take into consideration that suppliers may also be vulnerable to disruption. Transporters may be reluctant to travel through infected areas.
- ❖ The Chief Executive Officer will ensure contact is limited with delivery personnel who regularly visit other places of business that may have exposed employees.
- ❖ Start communication tree with employees, volunteers and clients so they will keep the Emergency Planning Team informed of outbreaks at their homes or surrounding area.
- ❖ Plan an emergency menu that could be prepared in the event of an outbreak at East Baton Rouge Council on Aging. This includes planning for meals that do not require cooking.
- ❖ The Emergency Planning Team will discuss the latest news with all employees and volunteers. They will acquire information from the Center for Disease Control, Mayor's Office of Homeland Security and Emergency Preparedness and the Office of Public Health.
- ❖ The Center for Disease Control will have information relative to available vaccines if there are any and how accessible they might be.

Procedure during an outbreak:

- ❖ All kitchen employees and volunteers are to wear masks at all times. Volunteers and delivery personnel should wear a mask and gloves when delivering meals, as well as use hand sanitizer after each meal is delivered.

- ❖ Restrict entry of people with symptoms at the door. Employees and volunteers should stay home if they are sick or someone in their home is sick.
- ❖ Emphasize personal hygiene and universal precautions at work and at home. Tell employees and volunteers to wash their hands frequently, cover their mouths and noses when sneezing or coughing, avoid touching their eyes, nose and mouth.
- ❖ Limit or do not attend large social or professional gatherings, meetings, and mostly handshakes. Conduct business through phones or e-mails.
- ❖ Maintenance personnel should clean air conditioner filters, as well as all commonly held tools, appliances and work areas; this includes telephones, all surfaces, and bathrooms. Use antibacterial wet wipes rather than dry duster.
- ❖ Establish procedures for employees and volunteers who become ill at work:
 - Track the spread of virus by using “suspect case” forms from any workers who call in sick.
 - Make sure employees who become ill put on a mask as soon as possible and exit the building immediately. Anyone who has been in close contact with that person should also be advised and sent home. Their work areas should be disinfected using the proper disinfectants.
 - Ask employees to avoid public transportation if at all possible.
- ❖ The Center for Disease Control will notify administration if closure of the facility is deemed necessary. In the event this occurs, no meals will be prepared or delivered from the original or emergency facility and clients should consume their shelf stable meals.

After the illnesses have subsided:

- ❖ The Center for Disease Control (CDC) will determine when it is safe for employees to return to work.
- ❖ Ensure employees are fully recovered before returning to work.
- ❖ Once the C.D.C. has given the all clear, employees are to return to work as normal, taking extra precaution with masks and gloves for the weeks following their return.
- ❖ If employees can return to work, but only in the emergency location the Executive Director will contact supervisors who will begin a telephone tree to notify employees to either return to the original facility if it is safe or to resume work in the emergency location.
- ❖ The Director of Nutritional Services is to contact emergency suppliers and contractors if necessary. Food from the original location is not to be used in food preparation.
- ❖ The Director of Information and Assistance Management will notify all care managers and care managers will notify homemakers/respite workers to check on clients to ascertain knowledge of whether or not they need medical or other assistance.
Homemakers/ Respite Worker will update Director Information and Assistance Management of any client changes.
- ❖ The Meals on Wheels Coordinator will notify the Meals on Wheels Drivers to return to work. Drivers are to use masks, gloves, and hand sanitizers in the weeks following their return.
- ❖ Clients are to be given a handout received from agency on how to maintain health and how to keep from coming into contact with anyone who may still be carrying the disease.

CHEMICAL SPILL

The Baton Rouge Metropolitan area is highly industrialized where multiple risks of hazardous materials exist. There are several major petrochemical plants, a municipal landfill, a hazardous waste disposal company and a nuclear power plant located in the parish. Chemical spills can be very hazardous, especially when they occur in a food service setting. In order to protect the meals, employees and clients, the East Baton Rouge Council on Aging has devised the following plan in the event of hazardous spills:

Procedures before a chemical spill:

- ❖ All employees who work with the hazardous chemicals must review the Material Safety Data Sheets to gain information on how to properly handle the chemicals.
- ❖ The Director of Facilities needs to acquire spill control materials including:
 - Brushes
 - Scoops
 - Sealable containers
 - Goggles
 - Gloves
 - Shoe covers
 - Masks
 - Neutralizing materials
 - Absorption materials
 - Propylene bags
 - pH test papers
 - Floor caution signs

- ❖ The Emergency Planning Team will inform the employees during the emergency procedure meeting to follow the evacuation plan if a hazardous spill is large enough to impact or endanger employee safety.

Procedures during a chemical spill:

- ❖ The employee who witnesses a spill is to alert the Director of Facilities- immediately and post cautionary signs.
- ❖ Foodservice operations are to cease until spill is assessed, cleaned and the surrounding work area is deemed clear and free of contaminants.
- ❖ The Director of Facilities will determine whether the spill is small/medium (up to five liters) or large (five or more liters). A small/medium spill will necessitate the use of the absorption and cleaning tools at the facility. A large spill will require assistance and aid from the Department of Environmental Quality.
- ❖ If the spill is large enough to shut down operations (five or more liters), meals will not be delivered, and clients should consume their shelf stable meal.
- ❖ If it is a large spill, meals on wheels drivers will be notified through a phone tree system that meals will not be delivered.
- ❖ If a large spill occurs, the Chief Executive Officer will notify employees to use the correct evacuation procedures, as well as take a copy of the Emergency Preparedness Plan.
- ❖ Three persons of the Emergency Planning Team who live in different parts of the parish are to take home booklets of emergency documents, including the Disaster Preparedness Plan, Emergency Contact Sheet, route sheets, any other notable documents, and a jump drive with important files or information stored on it.

Procedures after a chemical spill:

- ❖ If the spill is assessed as a small/medium spill, the Director of Facilities should instruct the employee who is most familiar and has received training with the MSDS of the product to clean it up.
- ❖ Once the small/medium spill is cleaned up, the Director of Facilities will inspect the kitchen area and meals and clear the foodservice area for resuming operations.
- ❖ If the spill is assessed as a large spill, the Executive Director and Director of Facilities will contact local HAZMAT services (see emergency contact list), and employees will follow the evacuation plan.
- ❖ After HAZMAT services have deemed the building safe to return to, the Executive Director and Director of Facilities will determine whether the building is suitable for operating a foodservice in, or if the emergency facility is to be used. Once they have checked the safety of the building and food, they will begin a phone tree to notify employees to either return to the original facility if it is safe or to resume work in the emergency location.
- ❖ The Director of Nutritional Services is to put the pre-planned emergency menu into effect and contact emergency suppliers and contractors if necessary. If food from original location is safe, Congregate Drivers will resume normal delivery.
- ❖ The Chief Operations Officer will inform the Meals on Wheels Coordinator of where to redirect drivers. The Meals on Wheels Coordinator will then start a telephone tree through the remaining drivers to inform them of any changes.

Chapter 5: Manmade Disasters



Manmade Disasters

FIRE

Fires are a major cause of accidental death in the United States, and are usually caused by careless errors. Food service operations are prone to fires because of the use of flammable grease, electrical malfunction and employee negligence. Because of the high-risk environment, the East Baton Rouge Council on Aging has prepared for a fire in the following ways:

Procedures before a fire:

- ❖ During the employee evacuation and shelter drills, which take place twice yearly, employees will be notified of emergency exits, in addition to where fire extinguishers and alarms are located. The Emergency Planning Team will show the employees how to use a fire extinguisher using proper **P.A.S.S (Pull, Aim Squeeze and Sweep)** procedure.
- ❖ The Director of Facilities will schedule a fire safety training and inspection annually of all fire extinguishers and smoke alarms. The building maintenance staff will post fire evacuation plans and fire extinguisher maps on the first and second floor of the building.
- ❖ During orientation, Meals on Wheels and Congregate drivers will be informed on what to do in case there is a fire at the main administrative office building of the East Baton Rouge Council on Aging. The Project Specialist will explain the telephone tree system to all employees.

Procedures during a fire:

- ❖ Employees are to try to extinguish a fire if it is small.
- ❖ If the fire cannot be extinguished, the Chief Executive Officer will notify all employees via intercom to evacuate the building according to the evacuation plan and activate the fire alarm.
- ❖ The Director of Operations will have in her possession a copy of the emergency plan, as well as a cell phone to dial 9-1-1.
- ❖ Three persons from the Emergency Planning Team who live in different parts of the parish are to take home bound copies of emergency documents, including the Disaster Preparedness Plan, Emergency Contact Sheet, route sheets, any other notable documents, and a jump drive with important stored files and information. For the current staff, these persons are Shanda Grimes, Shontell LeBeouf and Charlotte Turner.
- ❖ No meals will be delivered during the event of a fire. Clients should consume one of their shelf stable meals.

Procedures after a fire:

- ❖ After the building has been cleared by the fire department, the Chief Executive Officer and Director of Facilities will determine whether the building is suitable for operating or if the emergency facility is to be used. Once verified the safety of the building and meals (check utilities, electrical wires, leaks, storerooms, coolers, and any debris) they will begin a telephone tree to notify employees to either return to the original facility if it is safe or to resume work in the emergency location.
- ❖ If the building is safe to operate in, the Director of Nutritional Services and the Nutrition Services Staff are to check any remaining food to determine if the quality has been

compromised by heat, smoke, or chemicals used to extinguish the fire. Foods stored in permeable packages and raw foods stored outside of the refrigerators should be discarded.

- ❖ The Director of Nutritional Services is to initiate the pre-planned emergency menu and contact emergency suppliers and contractors if operations are to resume in the emergency location. The vans will transport the frozen and refrigerated foods, as well as any other safe foods to the new location. If vans are not accessible, MOWS drivers will be contacted to assist in relocating the food.
- ❖ If a fire has affected the East Baton Rouge Council on Aging service area, the Chief Operations Officer will notify supervisors to contact all employees and inform them if they are to report to work or remain at home. If a fire has affected a contractor or vendor, see the list of alternates and arrange for an alternate source to supply what is needed.

TERRORISM

Terrorism is the use of violence to intimidate a large group of people and has become a greater threat to the United States in recent years. Terrorism affects everyone and target large cities, public facilities, food supplies, government buildings, and corporate centers. Terrorism can come in many forms including bomb threats, cyber attacks, and the use of chemical, biological and nuclear weapons. In order to prepare for an unforeseeable attack, employees must be informed of the proper protocol to follow in dealing with a terrorist situation.

Procedures before an attack:

During the Employee Emergency Orientation, the facilitator should notify employees of the Homeland Security Advisory System:

- ❖ **Green:** Low Risk. Executive Director should inform employees of emergency plan, supply kit, and first aid kit. Also, advise them where to shelter.
- ❖ **Blue:** Guarded Risk. In addition to Green steps, be alert to suspicious activity.
- ❖ **Yellow:** Elevated Risk. Complete green and blue steps, recheck emergency supplies, review alternate routes to work and volunteer sites, update emergency contact lists if needed, and continue to be alert for suspicious activity.
- ❖ **Orange:** High Risk. Continue to follow through with steps of the lower levels, use caution when traveling, review emergency plan, and check on neighboring businesses that may need assistance in an emergency.
- ❖ **Red:** Severe Risk. Continue with previous steps, listen to local emergency officials, stay tuned for current instructions, prepare to shelter or evacuate, and provide limited services to those who are in desperate need.

During orientation, employees need to be trained and aware of suspicious packages. A boxed explosive device is a method in which terrorists could target food service and delivery operations. With shipments of food supplies coming in daily, it is an easy way to conceal a bomb in a building or near a large gathering of people.

The Director of Nutritional Services will educate all food service employees regarding proper receiving and handling of packages and when to be suspicious:

Be suspicious if a package:

- ❖ Is unexpected.
- ❖ Has a return address that is not legitimate, does not match the postmark or is not present at all.

- ❖ Is marked with a restrictive endorsement, offensive language, unusual labeling or has excessive postage and packaging materials.
- ❖ Appears to have wires protruding, strange smells or stains, is oddly shaped or unusually heavy.
- ❖ Has common words that are misspelled, incorrect titles, is not addressed to a specific person, and is addressed to someone who no longer is with the company or has either a hand-written address or a poorly typed address.

Procedures during an attack:

If there is a threat of an attack towards the East Baton Rouge Council Aging building via telephone (such as a bomb threat), the receiver of the call should:

- ❖ Get as much information as possible from the caller
- ❖ Keep the caller on the line for as long as possible
- ❖ Try to notify a coworker to notify the police
- ❖ Stay away from suspicious packages
- ❖ Stay away from the receiving area of the building.
- ❖ Meals on Wheels drivers are not to deliver meals on their perspective routes.
- ❖ Clients should consume one (or more if needed) of their shelf stable meals.

If there is an unexpected explosion:

- ❖ All employees should evacuate the building as quickly as possible according to the evacuation plan.
- ❖ The evacuation site manager should telephone police and emergency services immediately.

- ❖ Instruct employees not to congregate, as terrorists tend to target groups of people and also to avoid unattended cars.
- ❖ Make sure employees move away from the damaged building to avoid falling debris and secondary explosions.

In the event that an employee is trapped in the building's debris, he/she should be instructed to use a flashlight to assess the area they are in and try to move as little as possible to avoid stirring up dust or create more falling debris. Tap on any nearby pipes if necessary to alert rescuers of their location. Shouting should be a last resort as it causes a dangerous amount of dust to be inhaled. **Do not** allow employees or any untrained individuals to attempt to rescue anyone in a collapsed building.

Procedures after an attack:

- ❖ After the attack, the Police and Fire crews will issue the all clear signal to re-enter the building. If there has been an attack in the Baton Rouge area, once the main attack is over, the Executive Director will determine when operations can resume.
- ❖ The Executive Director and Director of Facilities will determine whether the building is suitable for reopening and operating, or if the emergency facility is to be used. Once the building has been inspected and safety measures have been addressed regarding food (check utilities, electrical wires, leaks, storerooms, coolers, and any debris) the Executive Director will notify supervisors to inform their employees to either return to the main office building if it is safe or to resume work in the emergency location.
- ❖ The Director of Nutritional Services is to initiate the pre-planned emergency menu into effect and contact emergency suppliers and contractors if necessary. If food from the original location is safe, drivers will resume delivery.

- ❖ The Director of Information and Assistance Management will notify all care managers to contact their clients and note their location whether they are in their homes, in a shelter, or residing with a relative and whether or not they need medical or any other type of assistance. The care managers will then inform the Director of Information and Assistance Management of all changes pertaining to the homemaker and respite clients.
- ❖ The Meals on Wheels Coordinator will notify the MOW drivers where meal deliveries should be made and where clients are currently residing.

Section 15

Advisory Council

Area Agency on Aging Advisory Council Membership

NAME	ADDRESS	NAME OF AGENCY GROUP REPRESENTED
Samuel Mitchell***	13313 Brent Street Baker, LA 70714	
Eugenia Baranco*	184 Croydon Avenue Baton Rouge, LA 70806	
Magdalene Clark*	1775 North 41 st Street Baton Rouge, LA 70802	
Steve LeBlanc	8708 Jefferson Hwy, Suite B Baton Rouge, LA 70809	
Laverne Jasek	1719 Fox Croft Boulevard Baton Rouge, LA 70815	
Willie Hawkins	3810 West Lakeshore Drive Baton Rouge, LA 70808	
Vivian H. Walker	3112 Convention Street Baton Rouge, LA 70810	
Steve Berger	5728 Tullahoma Drive Baton Rouge, LA 70817	
Emanuel Zanders	1105 Goodwood Boulevard Baton Rouge, LA 70815	
Rose Saunier*	10021 Gamma Drive Baton Rouge, LA 70814	
Josie January*	9218 West Chanadia Drive Baton Rouge, LA 70810	
Rosetta B. Adams*	567 Sharp Lane Apt 204 Baton Rouge, LA 70815	
Sarah Price*	2550 Chaney Drive Baton Rouge, LA 70805	
Eva B. Pratt*	4423 Monticello Boulevard Baton Rouge, LA 70814	

Use an asterisk (*) to indicate persons 60 +. Use two asterisks (**) to indicate Chairperson.
Use three asterisks (***) to indicate Chairperson 60 +.

Indicate number of members in each of the following categories:

Category	Number	Category	Number
60+ population		Elected officials	0
Clients of Title III services		General public	10
Representatives of older persons		Representatives of health care provider organizations (Includes veterans' health care if there is a V.A. facility in your area)	0
Representatives of minority elderly	0	Representatives of supportive services provider organizations	0