North Central Texas
Area Agency on Aging

EMERGENCY OPERATIONS PLAN

Revised 2017
EMERGENCY OPERATIONS PLAN

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I. PURPOSE STATEMENT

The purpose of this plan is to describe the actions to be taken by the North Central Texas Area Agency on Aging (NCTAAA) and its agents in the event of an emergency or disaster that occurs at or otherwise threatens the lives and safety of senior citizens within the fourteen (14) county service area of the NCTAAA.
II. SITUATION and STAFFING

A. Agency Description

The NCTAAA is located at 616 Six Flags Drive Arlington, Texas, 76011. The area served by the NCTAAA includes the following counties: Collin, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, and Wise (see Attachment 1).

NCTAAA staff consists of the following positions: Director Aging Programs, Aging Operations Supervisor, Senior Accountant, Staff Ombudsmen, Benefits/Legal Assistance Counselors, Case Managers and Administrative Assistant(s).

The Aging Operations Supervisor is responsible for development and oversight of the regional disaster plan for the NCTAAA. The Director Aging Programs is responsible for management and approval of disaster plans and activities for the NCTAAA.

In preparation for service during a disaster/event, agency staff have been certified in National Incident Management System (NIMS) 100, 200, and 700 courses and certifications from the American Red Cross in Shelter Management, Mass Feeding, Disaster Assessment, Media Relations, and Disaster Care Coordination. Agency staff will provide additional support as requested by the Director Aging Programs and the Aging Programs Supervisor in the event of a regional disaster or event.

A pool of volunteer Benefits Counselors and volunteer Ombudsmen have been identified and trained to assist in the event of a disaster/event.

Staff and volunteers receive ongoing training through in-service events and materials distributed covering specific topics (i.e. sheltering in place, benefits assistance, and personal emergency plan development). Aging programs contractors participate in local training events hosted by city/county emergency staff.

Prior to an event and annually staff and volunteers will receive on-going training in emergency management and encouraged to become certified in courses of the National Incident Management System (NIMS) and the American Red Cross’s emergency training courses.

The NCTAAA provides a variety of services which can be accessed during the event of an emergency or disaster. These services include, but are not limited to: Congregate Meals, Home Delivered Meals, Case Management, Legal Assistance, Benefits Counseling, Nursing Home/Assistive Living Ombudsman services, Transportation, Respite, Health Maintenance, Income Support, Mental Health Counseling, Residential Repair / Home Modification, Homemaker, Caregiver Support, FEMA Disaster Funding Assistance and service coordination.

The NCTAAA maintains a contractual relationship with thirteen (13) aging focal points in its service area to provide localized assistance. They are: Cletrans Public Transit Johnson County, Collin County Committee on Aging (nutrition services, transportation and caregiver information services), SPAN (Denton County) (nutrition services, limited transportation, and benefits
counseling), Meals on Wheels of Ellis and Johnson Counties (nutrition services, and transportation), Erath County Committee on Aging (nutrition services and transportation), Hood County Committee on Aging (nutrition services, and transportation), Senior Center Resources and Public Transit (Hunt County) (nutrition services and transportation), Kaufman County Senior Citizen Services (Kaufman and Navarro Counties) (nutrition services, transportation and caregiver services), Meals on Wheels of Palo Pinto (nutrition services), Parker County Senior Citizen Services (nutrition services), Public Transit (Palo Pinto and Parker County) (transportation services), Rockwall County Committee on Aging (Rockwall County) (nutrition services), Somervell County Committee on Aging (nutrition services and transportation services), and Wise County Committee on Aging (nutrition services and transportation services).

In addition to the services identified as funded with Title III funds, each focal point provides additional services funded with local resources. These services include but are not limited to social services, food bank support, emergency transportation, and access to identified local community resources. All of the services identified have been pledged for access and support during a disaster or emergency event.

B. Critical Functions

OVERALL ASSUMPTION: That all, or at least most, of NCTCOG’s technology has been compromised to the point of being non-functional.

1. Assess the scope of damages and implement the disaster plan.
   Committees on Aging have MOUs in place with county emergency managers to work in cooperation to meet the needs of elderly and disabled following damage assessment. NCTAAA has MOUs in place with local chapters of American Red Cross to assist with Damage Assessments and coordination of relief to elderly and disabled persons.

   AAA staff will establish an on-site “base of operations” at a location that has been damaged by a local incident. AAA personnel will coordinate assessment activities with the help of community volunteers who already know their roles in damage assessment, counseling, and assigning the homeless to shelters as needed. On-site data gathering and reporting needs to DADS, Administration on Aging, and FEMA will help secure emergency funds/resources. Close coordination with on-site local Emergency Managers is required for mitigation to be successful.

2. Assure continuation of home-delivered meals for homebound older persons and assure continuation of transportation services for medical appointments. (Sub-Assumption: that a local jurisdiction has been damaged by some type of incident that disrupts services, and that NCTCOG technology is not functioning)

   Home-bound elderly who are not affected by a destructive incident will continue to need nourishing meals delivered to their doors. Transportation will be needed to meet medical needs, such as dialysis, Drs’ appointments, etc. Coordination of meal delivery and transportation will fall to local volunteers and County Committee on Aging staff who are most familiar with the services operations within a location where services have been disrupted or totally shut down.
AAA staff will be on-site to assist in coordinating arrangements with other CCOAs and service delivery contractors to reestablish services to the home-bound elderly.

3. Help older persons/persons with disabilities access public and private benefits.
   (Sub-Assumption: same as 2 above.)
   Coordination of evacuees from/to our region in the event of a disaster is part of NCTAAA’s responsibilities. Assisting with re-patriation of residents returning to region has also been deemed as one of the AAA’s responsibility in cooperation with the Department of health. As such, AAA staff will be on-site to assist the Red Cross, local volunteers, and Texas Department of Health personnel to inform returning elderly of private and public benefits that will help them mitigate a destructive incident which has had a negative impact on their lives. AAA Benefits Counselors will be on hand to direct elderly to various services.

C. Concept of Operations

In the event of an emergency/disaster, the NCTAAA Aging Operations Supervisor, in coordination with the Director Aging Programs, will activate emergency services to address the needs as identified by first responder agencies directly involved with disaster coordination through an established EOC (Emergency Operations Center). The NCTAAA is prepared and identified to serve as a secondary responder to regional events.

Emergency Management Agency (EMA) relationships have been established through on-going meetings and agreements established with the NCTAAA, the North Central Texas Council of Governments and local focal point(s).

The NCTAAA will serve with regional disaster response agencies and teams (Red Cross, Salvation Army and Local VOAD (Volunteer Organizations Active in Disaster) groups) to provide direct services as well as service coordination. This will be accomplished through in-house and field activities. Local focal points will serve with identified capacities and roles as established through emergency activity agreements with agencies such as Red Cross, NCTAAA and city/county emergency management centers.

The NCTAAA has pledged to provide assistance to identify potential victims of an event with the use of its data management tools and resources. In addition, the resources provided through 911 and 211 will be accessed through established contracts and agreements with the NCTAAA and local city/county emergency management.

The duration of emergency services will be evaluated with each situation through daily briefings with the local Emergency Operations Center (EOC) and as directed by the Texas Department of Aging and Disability Services. Duration of services will be based upon the intensity and nature of the event.

Each county focal point has established relationships with the city and county emergency services agency (ESA) to provide service and assistance during an emergency event. Emergency contact information and available services have been registered with the appropriate city/county official. This information is updated annually.
During an event, the focal points may be activated for assistance by either the NCTAAA or the local county emergency manager. The table below outlines the NCTAAA structure during an emergency.
## D. Staff Phone / Contact List

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone # (s)</th>
<th>Email Addresses</th>
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<tbody>
<tr>
<td><strong>Mike Hensley</strong></td>
<td>817-695-9195 wk</td>
<td><a href="mailto:mhensley@nctcog.org">mhensley@nctcog.org</a> wk</td>
</tr>
<tr>
<td>Aging Operations Supervisor</td>
<td></td>
<td><a href="mailto:mikebear@earthlink.net">mikebear@earthlink.net</a> hm</td>
</tr>
<tr>
<td><strong>Catherine Stump</strong></td>
<td>817-608-2398 wk</td>
<td><a href="mailto:cstump@nctcog.org">cstump@nctcog.org</a> wk wk</td>
</tr>
<tr>
<td>Senior Case Manager</td>
<td>817-924-6594 hm</td>
<td><a href="mailto:catstump@gmail.com">catstump@gmail.com</a> hm hm</td>
</tr>
<tr>
<td><strong>Melinda Gardner</strong></td>
<td>817-695-9122 wk</td>
<td><a href="mailto:mgardner@nctcog.org">mgardner@nctcog.org</a> wk wk</td>
</tr>
<tr>
<td>Benefits Counselor</td>
<td>817-805-3870 cell</td>
<td><a href="mailto:melindaj85@gmail.com">melindaj85@gmail.com</a> hm</td>
</tr>
<tr>
<td><strong>Jan Henning</strong></td>
<td>817-695-9197 wk</td>
<td><a href="mailto:jhenning@nctcog.org">jhenning@nctcog.org</a> wk wk</td>
</tr>
<tr>
<td>Aging Supervisor-Direct Services</td>
<td>817-794-0907 hm</td>
<td><a href="mailto:jenhning@nctcog.org">jenhning@nctcog.org</a> wk hm</td>
</tr>
<tr>
<td><strong>Diane McCoy</strong></td>
<td>817-695-9157 wk</td>
<td><a href="mailto:dmccoy@nctcog.org">dmccoy@nctcog.org</a> wk wk</td>
</tr>
<tr>
<td>Senior Administrative Assistant</td>
<td>882-551-8766 cell</td>
<td>dmcctofo.org wk</td>
</tr>
<tr>
<td><strong>Angela Powell</strong></td>
<td>972-841-7642 cell</td>
<td><a href="mailto:Apowell@nctcog.org">Apowell@nctcog.org</a> wk wk</td>
</tr>
<tr>
<td>Senior Case Manager</td>
<td>972-624-0504 hm</td>
<td><a href="mailto:Powell1@att.net">Powell1@att.net</a> hm</td>
</tr>
<tr>
<td><strong>Shannon Byrd</strong></td>
<td>817-727-1260 cell</td>
<td><a href="mailto:shbyrd@nctcog.org">shbyrd@nctcog.org</a> wk wk</td>
</tr>
<tr>
<td>NCTAAA Case Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Tina Rider</strong></td>
<td>817-695-9196 wk</td>
<td><a href="mailto:trider@nctcog.org">trider@nctcog.org</a> wk wk</td>
</tr>
<tr>
<td>Ombudsman Program Coordinator</td>
<td>817-798-6050 cell</td>
<td></td>
</tr>
<tr>
<td><strong>Lisa Walker</strong></td>
<td>817-695-9172 wk</td>
<td><a href="mailto:lwalker@nctcog.org">lwalker@nctcog.org</a> wk wk</td>
</tr>
<tr>
<td>Ombudsman Program Specialist</td>
<td>817-446-4602 hm</td>
<td><a href="mailto:lwalker56@sbcglobal.net">lwalker56@sbcglobal.net</a> hm</td>
</tr>
<tr>
<td><strong>Tamera Busby</strong></td>
<td>817-608-2396 wk</td>
<td><a href="mailto:tbusby@nctcog.org">tbusby@nctcog.org</a> wk wk</td>
</tr>
<tr>
<td>Senior Case Manager</td>
<td>972-824-1764 cell</td>
<td><a href="mailto:Tamera.busby@gmail.com">Tamera.busby@gmail.com</a> gm</td>
</tr>
<tr>
<td><strong>Cheryl Winn</strong></td>
<td>817-695-9274 wk</td>
<td><a href="mailto:cwin@nctcog.org">cwin@nctcog.org</a> wk wk wk</td>
</tr>
<tr>
<td>Benefits Counselor</td>
<td>817-219-7107 cell</td>
<td></td>
</tr>
<tr>
<td><strong>Mary Jane Douglas</strong></td>
<td>817-695-9196 wk</td>
<td><a href="mailto:mdo@nctcog.org">mdo@nctcog.org</a> wk wk wk</td>
</tr>
<tr>
<td>Benefits Counselor</td>
<td>214-551-0254 cell</td>
<td><a href="mailto:mjd0255@sbcglobal.net">mjd0255@sbcglobal.net</a></td>
</tr>
<tr>
<td><strong>Christine Tran</strong></td>
<td>817-695-9194 wk</td>
<td><a href="mailto:Ctran@nctcog.org">Ctran@nctcog.org</a> wk wk</td>
</tr>
<tr>
<td>Senior Administrative Assistant</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Doni Green</strong></td>
<td>817-695-9193 wk</td>
<td><a href="mailto:dgren@nctcog.org">dgren@nctcog.org</a> wk wk</td>
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North Central Texas Area Agency on Aging
Revised 2017
<table>
<thead>
<tr>
<th>County</th>
<th>Agency</th>
<th>Primary Contact</th>
<th>Secondary Contact</th>
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<tbody>
<tr>
<td>Collin</td>
<td>Collin County Committee on Aging</td>
<td>Zella Tyson, Director of Senior Services</td>
<td>Mary Headrick, Director of Nutrition Services</td>
</tr>
<tr>
<td></td>
<td>600 N. Tennessee</td>
<td>972-562-6996 x 1115 wk</td>
<td>972-562-6996 x 113</td>
</tr>
<tr>
<td></td>
<td>McKinney, TX 75069</td>
<td><a href="mailto:TysonZ@mowcc.com">TysonZ@mowcc.com</a></td>
<td><a href="mailto:wkHeadrickkm@mowcc.com">wkHeadrickkm@mowcc.com</a></td>
</tr>
<tr>
<td></td>
<td>972-562-6996</td>
<td></td>
<td></td>
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<td></td>
<td>972-562-0308 fax</td>
<td></td>
<td></td>
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<tr>
<td>Denton</td>
<td>SPAN</td>
<td>Deb Robertson, Exec Dir</td>
<td>Nic Gray, Transit Director</td>
</tr>
<tr>
<td></td>
<td>1800 Malone St.</td>
<td>940-382-2224 wk</td>
<td>940-382-1900 wk</td>
</tr>
<tr>
<td></td>
<td>Denton, TX 76201</td>
<td>940-262-0661 HM</td>
<td>214-952-8541 HM</td>
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<tr>
<td></td>
<td>940-382-2224</td>
<td>940-465-1937 cell</td>
<td>cell 940-465-1937</td>
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<tr>
<td></td>
<td>940-383-8433 fax</td>
<td>d <a href="mailto:robertson@span-transit.org">robertson@span-transit.org</a></td>
<td><a href="mailto:nicholasq@span-transit.org">nicholasq@span-transit.org</a></td>
</tr>
<tr>
<td>Erath</td>
<td>Erath County Senior Citizens</td>
<td>Whitney Lee</td>
<td>Dennis Flory</td>
</tr>
<tr>
<td></td>
<td>1306 E. Washington</td>
<td>Cell: 254-338-8610</td>
<td>Meals Coordinator</td>
</tr>
<tr>
<td></td>
<td>Stephenville, TX 76401</td>
<td>Email: <a href="mailto:erathmow@embarqmail.com">erathmow@embarqmail.com</a></td>
<td>254-413-1882 cell</td>
</tr>
<tr>
<td></td>
<td>254-965-3510</td>
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<td><a href="mailto:mealcoordinator@embarqmail.com">mealcoordinator@embarqmail.com</a></td>
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<td></td>
<td>254-965-3591 fax</td>
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<tr>
<td>Hood</td>
<td>Hood County Committee on Aging</td>
<td>Mindy Hodges - Executive Director</td>
<td>Angel Krzeminski - Board President</td>
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<tr>
<td></td>
<td>501 E. Moore</td>
<td><a href="mailto:sc_mhodges@yahoo.com">sc_mhodges@yahoo.com</a></td>
<td><a href="mailto:certifiedlegalnurse@hotmail.com">certifiedlegalnurse@hotmail.com</a></td>
</tr>
<tr>
<td></td>
<td>Granbury, TX 76048</td>
<td></td>
<td>cell 817-279-2145</td>
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<tr>
<td></td>
<td>817-573-5533</td>
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<td>817-573-2420 fax</td>
<td></td>
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<tr>
<td>Hunt</td>
<td>Senior Center Resources and Public Transit</td>
<td>Danny Allenbaugh, CEO</td>
<td>Dianne Mason, Aging Services Director</td>
</tr>
<tr>
<td></td>
<td>4912 Lee St.</td>
<td>903-454-1444 x 18 wk</td>
<td>903-454-1444 x 17</td>
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<tr>
<td></td>
<td>Greenville, TX 75401</td>
<td>903-217-4412 HM</td>
<td>903-268-3126 HM</td>
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<td></td>
<td>903-454-1444</td>
<td>903-217-4412 Cell</td>
<td>903-268-1480 cell</td>
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<tr>
<td></td>
<td>903-454-4150</td>
<td>Danny Allenbaugh(<a href="mailto:td@scrpt.org">td@scrpt.org</a>)</td>
<td><a href="mailto:damson@scrpt.org">damson@scrpt.org</a></td>
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<td></td>
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<td>Holly Davis, Caseworker</td>
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North Central Texas Area Agency on Aging
Revised 2017
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<tr>
<th>Area</th>
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<tr>
<td><strong>Johnson/Ellis</strong></td>
<td>Meals-on-Wheels of Johnson and Ellis Counties</td>
<td>Lindsay Parker, Executive Director</td>
<td>Cell 817-360-6804 <a href="mailto:lindsay@mowjec.org">lindsay@mowjec.org</a></td>
<td></td>
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<td>Tracy Robinson</td>
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<td>Director of Client Services</td>
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<td>Cell 817-917-0510 <a href="mailto:tracy@mowjec.org">tracy@mowjec.org</a></td>
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<tr>
<td><strong>Kaufman/Navarro</strong></td>
<td>Kaufman County Senior Citizen Services</td>
<td>Omega Hawkins, Executive Director</td>
<td>972-476-9035 hm 469-853-4240 cell <a href="mailto:omega@terrelldepot.com">omega@terrelldepot.com</a></td>
<td></td>
<td></td>
<td>Phyllis Walker</td>
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<td>Aging Svcs Coor.</td>
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<tr>
<td><strong>Palo Pinto</strong></td>
<td>MOW of Palo Pinto County</td>
<td>Misty Clark, Executive Director</td>
<td>940-328-2291 wk cell <a href="mailto:mclark@mowppc.com">mclark@mowppc.com</a></td>
<td></td>
<td></td>
<td>Peggy Harvey</td>
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<td>Board President</td>
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<td></td>
<td>Debbie Wengland</td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>Office Assistant</td>
</tr>
<tr>
<td><strong>Parker</strong></td>
<td>Parker County Committee on Aging</td>
<td>Susan Baer, Executive Director</td>
<td>817-596-4640 wk <a href="mailto:Susan.baer@swbell.net">Susan.baer@swbell.net</a></td>
<td></td>
<td></td>
<td>Danell Collvins</td>
</tr>
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<td></td>
<td></td>
<td>Business Manager</td>
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</tr>
<tr>
<td><strong>Rockwall</strong></td>
<td>Rockwall County Committee on Aging</td>
<td>Margie VerHagen, Executive Director</td>
<td>214-405-8522 cell <a href="mailto:rockwallmow@hotmail.com">rockwallmow@hotmail.com</a></td>
<td></td>
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<td>Rob Glover</td>
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<td></td>
<td>Board President</td>
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</table>
F. Staff Report In Procedures

All agency staff should be prepared to activate and report for assignment should they be activated by the Incident Commander or the Director Aging Programs. Staff may be requested to report and respond by telephone or in-person at a site designated by the Incident Commander or Director Aging Programs. Staff may be required to work extended assignments and as such, should be prepared with necessary clothing and or personal needs supplies (medications, clothing, food, etc). Staff not available to directly receive the call to activate, should call in to the Incident Commander or Director Aging Programs to receive assignments or report ability to respond as soon as possible.

If telephones are down/not available staff should attempt to make contact by email. Phone numbers and email addresses should be attempted using the county committee that has been involved in the event.

G. Reimbursement of Expenditures in Emergency Situations

During emergency situations such as fire, tornado, flood, etc., expenditures may be necessary to provide transitional assistance to individuals. Coordination of these efforts is made between first and second responders. Employees who have been designated to provide assistance may be reimbursed when proper documentation is presented. This documentation must include receipts for proof of purchase.
If it is deemed necessary for an emergency expenditure to be made, an intake form for the potential client must be completed. Upon completion of this form, the source of funding will be determined based on the current requirements of a given grant. This will be a coordinated effort with the Director Aging Programs, Aging Operations Supervisor, Aging Programs Senior Account and agency staff. A maximum of $200 may be spent per client. These funds may be used for, but not limited to food, clothing, medications, housing, dental, visual, and hearing needs. Should the situation be declared a state or federal emergency, coordination of the reimbursement of expenditures with the state or federal agency will be established.

III. Incident Command Structure

A. Aging Services Emergency Responsibilities by Position:
B. Job Descriptions

1. **Incident Commander / Logistics/ Planning** (Aging Operations Supervisor)
   a. Implement plan and supervise execution
   b. Maintain record of service delivery
   c. Reporting of agency services
   d. Coordination of NCTAAA services
   e. Oversight of field services
   f. Communications to Incident Command/EOC
   g. Communications and coordination with focal points
   h. Coordination of training
   i. Reports to Manager of Aging Programs

2. **Logistics / Planning** (Director Aging Programs)
   a. Management of agency activities and functions
   b. Approval of service delivery and methodology
   c. Coordination of approval of expenditure / payment processes
   d. Authorization of staffing
   e. Communications with DADS, NCTCOG and associated agencies
   f. Reports to Director of Community Services

3. **Operations** (Supervisor of Direct Services)
   a. Coordination of staff and volunteer benefits counselors
   b. Coordination of Legal Assistance
   c. Reports to Incident Commander and Manager of Aging Programs

4. **Operations** (Ombudsman)
   a. Oversight of resident rights
   b. Management of Ombudsman volunteers
   c. Communications to facilities
   d. Reporting to DADS and Incident Command/EOC/Manager of Aging Programs
5. **Operations** (Case Manager/Contract Case Manager)
   a. Case manager service coordination
   b. Participant service documentation
   c. Reports to Incident Commander and Manager of Aging Programs

6. **Administration/Finance** (Administrative Assistant(s))
   a. Staff support
   b. Reports to Incident Commander and Manager of Aging Services

7. **Administration/PIO** (NCTCOG Office of Public Affairs)
   a. Media relations
   b. Information dissemination
   c. Coordination with Incident Commander, Manager of Aging Programs, Director of Community Services and NCTCOG Executive Director.

*(See Attachment 2 for Job Action Sheets)*

IV. **Activation of Emergency Plan**

A. **Activation Checklist**
   *(See Attachment 3)*

B. **Call Down List**

Staff subject to call down will be maintained by the North Central Texas Council of Governments Administrative staff:

- Mike Eastland, Executive Director
- Monte Mercer, Deputy Executive Director
- Molly Thoerner, Emergency Preparedness Manager
- Doni Green, Director Aging Programs

The initiation of the call down of staff will be with the Director Aging Programs. Should the Director Aging Programs not be available to initiate call down, the Aging Operations Supervisor will facilitate the call down with the advice and assistance of NCTCOG administrative staff.

Should the Director Aging Programs and the Aging Operations Supervisor be unavailable, the Deputy Executive Director will activate the call down with the guidance of the Manager of Emergency Preparedness.

The call down of aging staff (Benefits Counselor, Ombudsman, Case Manager, Senior Accountant, and Administrative Assistant) will be determined by need and the scope of the event.

The Director of the Office of Public Affairs will be advised of the situation with daily briefings.
C. Building Safety and Evacuation

Should the scope of the disaster/event effect the safety and welfare of the responders or the safety of the building and service delivery area, NCTAAA staff will follow the direction of Public Safety responders by evacuating the building/site and relocating.

D. Alternate Site Relocation

Services and resources of the NCTAAA are designed to be mobile and can be accessed from a variety of locations (home, shelter, senior center, committee on aging facility). Should the need arise to relocate or provide services from a remote location, the NCTAAA has identified locations in its service area from which it may continue to provide service. Through contractual relationships, each county in the NCTAAA service area has agreed to offer collocation sites in which the NCTAAA may operate at a local level.

Staff may also provide services from home with access by phone and internet. The NCTAAA has established agreements with all four chapters of the American Red Cross to work together to address the needs of our target populations through shelter services.

E. Alternate Communication Plan

Alternative communications will be maintained initially by phone, fax, and internet services. Should electronic communications not be available, staff will communicate with daily briefings held at a predetermined site (office, shelter, senior center, committee on aging facility or incident command center).

F. Data / Record Management

Data management will be maintained through the use of the current data management system (SAMS). Should the current system not be available, The NCTAAA will manage data by using State approved documents (paper source document system) until access to an electronic system could be established. Management would include participant records, financial records, pay role and resource management.

The current system of data management is hosted off site and is available through a web based system.

V. Hazard Analysis

The NCTAAA has identified the following natural and man-made targets as potential sources of a regional disasters or event: tornadoes, nuclear power plant, floods, high winds, wild fires, ice storms, and numerous possible targets for man-made events. All of the identified targets are included and addressed as part of various county/city emergency plans.

A. Tornado

North Central Texas Area Agency on Aging
Revised 2017
A violently rotating column of air, in contact with the ground, either pendant from a cumuliform cloud or underneath a cumuliform cloud, and often (but not always) visible as a condensation funnel cloud. Tornadoes affect the entire planning area equally.

Since 1950, approximately 280 tornados have been observed as occurring in the NCTCOG area, 84 of which have had a F-Scale of F2 or F3. An F3 tornado that moved through Dallas and Collin Counties caused 200 injuries and 10 fatalities on April 2, 1957. On June 19, 1965 severe tornadoes and flooding caused Navarro County to be declared a Presidential Disaster Declaration. On April 25, 1994 an F4 tornado within Dallas County claimed 3 lives and injured 48 persons. And most recently, Tarrant County received a Presidential Disaster Declaration when severe storms and tornadoes devastated the county on March 28, 2000.

Because it lies in Tornado Alley, the NCTCOG region has developed a long history with tornadoes. According to the map below developed by the Storm Prediction Center at the National Oceanic and Atmospheric Administration (NOAA) entitled “Tornado Activity in the United States,” the North Central Texas area is only one of two hot spots in the entire United States where there have been more than 15 recorded tornadoes per 1,000 square miles.

B. Hail
Outgrowth of a severe thunderstorm in which balls or irregularly shaped lumps of ice greater
than 0.75 inches in diameter fall with rain. Early in the developmental stages of a hailstorm, ice crystals form within a low-pressure front due to warm air rising rapidly into the upper atmosphere and the subsequent cooling of the air mass. Frozen droplets gradually accumulate on the ice crystals until, having developed sufficient weight, they fall as precipitation. Hail affects the entire planning area equally.

Significant property and crop damage has been reported as a result of hailstorms in the Denver Colorado, eastern Texas-Oklahoma region. The Property Loss Research Bureau indicates that a hailstorm occurring in April and May of 1995 in the Texas-Oklahoma region may have been the worst on record in terms of non-agricultural property losses.

Other severe hail hazard events that have occurred in the NCTCOG region include hailstorms with 5-inch hailstones on April 27, 1968 and June 22, 1955. A hailstorm that occurred on October 21, 1996 with 4.5 inch hailstones caused approximately $400,000 in property damage. A hailstorm with hailstones measuring 1.75-inches caused approximately $250,000 in property damage on October 10, 2001.

On April 28, 1992, a severe thunderstorm outbreak rumbled across southern Oklahoma and through north central Texas, producing a swath of hail damage in one of the costliest severe weather events ever for the region. Hail up to 4.5 inches in diameter was recorded during the event, which lasted several hours and ultimately resulted in losses of over $750 million.

Number of Hail Events Recorded from 1955 to 2007
C. High Wind

Wind is defined as the motion of air relative to the earth’s surface. The horizontal component of the three-dimensional flow and the near-surface wind phenomenon are the most significant aspects of the hazard. Straight-line winds are often responsible for most of the wind damage associated with a thunderstorm. These winds are often confused with tornados because of similar damage and wind speeds. However, the strong and gusty winds associated with straight-line winds blow roughly in a straight line unlike the rotating winds of a tornado. Downbursts or microbursts are examples of damaging straight-line winds. A downburst is a small area of rapidly descending rain and rain-cooled air beneath a thunderstorm that produces a violent, localized downdraft covering 2.5 miles or less. Wind speeds in some of the stronger downbursts can reach 100 to 150 miles per hour, which is similar to that of a strong tornado. The winds produced from a downburst often occur in one direction, and the worst damage is usually on the forward side of the downburst. High winds affect the entire planning.

North Central Texas experiences severe windstorms. Since 1955 over 160 windstorms with wind speeds exceeding 70 mph have been recorded in the NCTCOG region. On April 19, 1995 Somervell County experienced a windstorm with wind speeds of 120 mph. Tarrant County was subjected to windstorms with wind speeds of 115 mph on May 4, 1960 and April 19, 1976. A windstorm event on March 2, 1997 in Navarro County resulted in approximately $500,000 in property damage, 4 injuries and 2 fatalities. In the April 3, 2003 thunderstorms that rolled through the NCTCOG region, 100 mph winds were responsible for destroying dozens of mobile homes in Johnson County, injuring seven people, and blowing an eighteen-wheeler off Interstate Highway 20 in Kaufman County.
D. Winter Storm

Winter storms originate as mid-latitude depressions or cyclonic weather systems, sometimes following the path of the jet stream. A winter storm or blizzard, combines heavy snowfall, high winds, extreme cold and ice storms. Many winter depressions give rise to exceptionally heavy rain and widespread flooding and conditions worsen if the precipitation falls in the form of snow. The winter storm season varies widely, depending on latitude, altitude and proximity to moderating influences. Winter storms affect the entire planning area equally.

While snowstorms are not frequent in Texas, ice storms create dangerous driving conditions, may freeze pipes and down power lines. On January 2001, a severe ice storm caused Hunt County to declare a Presidential Disaster Declaration. A north eastern Texas ice storm ending on January 2, 1979, which had lasted 6 days, was said to be the worst ice storm in Texas in 30 years. An eastern Texas ice storm ending on January 1, 1999 caused power outages lasting more than two days.
E. Summer Heat

Severe summer heat is characterized by a combination of a very high temperatures and exceptionally humid conditions. When persisting over a period of time, it is called a heat wave. Summer heat affects the entire planning area equally. The average high temperature for the Dallas-Fort Worth area is 96.1°F, with the record high reaching 113°F. Below is a heat index chart describing the dangers at different temperature levels.

During the summer months, the NCTCOG study area is frequently affected by severe heat hazards. Persistent domes of high pressure establish themselves over the study area, which set up hot and dry conditions. This high pressure prevents other weather features such as cool fronts or rain events from moving into the area and providing necessary relief. Daily high temperatures range into the upper 90’s and low 100’s. When combined with moderate to high relative humidity levels, the heat index moves into dangerous levels, and a heat index of 105 degrees is considered the level where many people begin to experience extreme discomfort or physical distress.

Severe summer heat is an invisible killer. Although a heat wave does not happen with the spectacle of other hazards such as tornadoes and floods, the National Center for Environmental Health reports that, from 1979 to 1999, excessive heat exposure caused 8,015 deaths in the United States. In other words, during this period, more people in the U.S. died from severe summer heat than from hurricanes, lightning, tornadoes, floods, and earthquakes combined.
A heat wave in Texas that broke all previous records occurred in the summer of 1980. There were 69 100-degree days, the most of any year. Additionally, the thermometer exceeded 100 at Dallas-Fort Worth Airport on 42 consecutive days, from June 23rd to August 3rd. The warmest temperatures ever recorded the Dallas-Fort Worth area --- 113 degrees --- occurred June 26th and 27th. July averaged the warmest ever. There were 37 maximum temperatures that tied or set records, the most for a single year. There were 60 deaths statewide, and near 1300 nationwide.

F. Flooding
Flooding is defined as the accumulation of water within a water body and the overflow of excess water onto adjacent floodplain lands. The floodplain is the land adjoining the channel of a river, stream, ocean, lake, or other watercourse or water body that is susceptible to flooding. The statistical meaning of terms like "25-year storm" and "100-year flood" can be confusing. Simply stated, a floodplain can be located anywhere; it just depends on how large and how often a flood event occurs. Floodplains are those areas that are subject to inundation from flooding. Floods and the floodplains associated with them are often described in terms of the percent chance of a flood event happening in any given year. As a community management or planning term, “floodplain” most often refers to an area that is subject to inundation by a flood that has a one percent chance of occurring in any given year (commonly and incorrectly referred to as the 100-year floodplain).
Major floods occurred in May/June 1989 in the Upper Trinity River. Over a dozen lives were lost as a result of the floods within the Metroplex and hundreds of millions of dollars of damages were sustained.

100 and 500 Year FEMA Flood Zones

G. Wildland Fire
A wildland fire is any fire occurring on grassland, forest, or prairie, regardless of ignition source, damages or benefits. Wildland fires are fueled almost exclusively by natural vegetation. They typically occur in national forests and parks, where Federal agencies are responsible for fire management and suppression. Interface or intermix fires are urban/wildland fires in which vegetation and the built-environment provide fuel. Firestorms are events of such extreme intensity that effective suppression is virtually impossible. Firestorms occur during extreme weather and generally burn until conditions change or the available fuel is exhausted. Wildland fires affect the entire planning area equally.

During severe droughts, agricultural crops do not mature, wildlife and livestock are undernourished, land values decline, and unemployment increases. Droughts can cause a shortage of water for human and industrial consumption, hydroelectric power, recreation, and navigation. Water quality may decline and the number and severity of wildfires may increase.
### H. Nuclear Power Plant

The State of Texas has two operating commercial nuclear power plants licensed by the U.S. Nuclear Regulatory Commission (NRC), and one of them is located in the NCTCOG region (see HazMAP map 42). The Comanche Peak Steam Electric Station (CPSES), a twin 1,150 megawatt pressurized light water reactor plant operated by Texas Utilities (TXU), is located on the Hood County-Somervell County line approximately 60 miles southwest of Fort Worth. The plant has about 1,300 employees and relies on nearby Squaw Creek reservoir for cooling water.

An accident at the Comanche Peak nuclear power plant could release radioactive fission products into the atmosphere in gaseous form or in the form of volatile and non-volatile solids; the primary concerns would be gamma and beta radiation. The likelihood of an accident at Comanche Peak that would release significant amounts of radiation into the environment is relatively remote. Although the risk of a severe accident at Comanche Peak is small, it should receive further consideration in future planning cycles because such an accident could affect a substantial number of people in the NCTCOG region.

---

<table>
<thead>
<tr>
<th>Wildland Fire Risk Potential</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Category</strong></td>
<td><strong>Description</strong></td>
</tr>
<tr>
<td>Low</td>
<td>The probability of wildland fire starts are low. Both live and dead fuel moistures are well above critical thresholds. Drought is not a contributing factor. The difficulty of control on any fires that do occur are expected to remain well within local resource capabilities.</td>
</tr>
<tr>
<td>Low / Moderate</td>
<td>A mixture of areas with both low and moderate probability of fire starts. Both live and dead fuel moisture levels remain above critical thresholds. Drought is not a contributing factor. The difficulty of control on fires that occur are expected to remain within local resource capability.</td>
</tr>
<tr>
<td>Moderate</td>
<td>An area with mostly a moderate probability of fire starts. Both live and dead fuel moistures still remain above critical thresholds. Drought is in its early stages. The difficulty of control on most fires that occur can be expected to remain within local resource capability, though some fires may require multiple resources.</td>
</tr>
</tbody>
</table>
VI. Plan Development and Maintenance

The NCTAAA will continue to develop and review this plan. An annual review of the plan will be conducted by the Supervisor Aging Contract Services. The Director Aging Programs will review and approve the plan annually.

Input will be solicited from regional focal points and emergency services professions for plan function and effectiveness.

The plan will be reviewed after every emergency, exercise or drill for shortcomings. Adjustments will be made to the plan based upon the review.

Mutual aid agreements will be reviewed annually as well as additional agreements sought and secured.
A comprehensive listing of regional phone numbers and contacts will be maintained for access during a disaster/event. Focal point personnel, staff and volunteer phone numbers (primary and secondary) will be maintained and reviewed semi annually.

Emergency responders (staff, volunteers and focal point personnel) will be encouraged to prepare an emergency plan for families in the event of an emergency.

**VII. AUTHENTICATION**

This Emergency Operations Plan provides the operational procedures that the North Central Texas Area Agency on Aging will follow during emergency events. This plan supersedes and replaces any previous emergency operations plan promulgated for this purpose.

North Central Texas Council of Governments
Area Agency on Aging

____________________________________  _____________________________
Monty Mercer, Deputy Executive Director                                   Date

____________________________________  _____________________________
Doni Green , Director Aging Programs            Date
<table>
<thead>
<tr>
<th>U.S. Census FIPS Code</th>
<th>County Name</th>
<th>North Central Texas Area Agency on Aging (AAA)</th>
<th>Total Population 60+</th>
<th>Anglo</th>
<th>Black</th>
<th>Hispanic</th>
<th>Other</th>
<th>Total Minority</th>
<th>Percent Minority</th>
<th>Number in Poverty</th>
<th>Percent in Poverty</th>
<th>Percent Share of Statewide Population 60+</th>
<th>Percent Share of Statewide Minority Population 60+</th>
<th>Percent Share of Statewide Poverty Population 60+</th>
</tr>
</thead>
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<tr>
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<td>Collin County</td>
<td>North Central Texas</td>
<td>97,913</td>
<td>79,650</td>
<td>3,078</td>
<td>5,491</td>
<td>9,694</td>
<td>18,263</td>
<td>18.65%</td>
<td>6,952</td>
<td>7.10%</td>
<td>2.58%</td>
<td>1.38%</td>
<td>1.48%</td>
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<td>58,500</td>
<td>2,442</td>
<td>4,993</td>
<td>5,153</td>
<td>12,588</td>
<td>17.71%</td>
<td>5,047</td>
<td>7.10%</td>
<td>1.88%</td>
<td>0.95%</td>
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<td>1,816</td>
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<td>259</td>
<td>4,542</td>
<td>19.63%</td>
<td>2,407</td>
<td>10.40%</td>
<td>0.61%</td>
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<td>0.51%</td>
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<td>6,387</td>
<td>5,902</td>
<td>19</td>
<td>395</td>
<td>71</td>
<td>485</td>
<td>7.59%</td>
<td>498</td>
<td>7.80%</td>
<td>0.17%</td>
<td>0.04%</td>
<td>0.11%</td>
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<td>Hood County</td>
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<td>16,548</td>
<td>16,056</td>
<td>28</td>
<td>328</td>
<td>136</td>
<td>492</td>
<td>2.97%</td>
<td>1,225</td>
<td>7.40%</td>
<td>0.44%</td>
<td>0.04%</td>
<td>0.26%</td>
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<td>16,263</td>
<td>14,283</td>
<td>1,111</td>
<td>631</td>
<td>238</td>
<td>1,980</td>
<td>12.17%</td>
<td>1,903</td>
<td>11.70%</td>
<td>0.43%</td>
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<td>0.41%</td>
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<tr>
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<td>522</td>
<td>3,055</td>
<td>11.06%</td>
<td>3,010</td>
<td>10.90%</td>
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<td>0.23%</td>
<td>0.64%</td>
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<td>218</td>
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<td>15.57%</td>
<td>2,140</td>
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<td>775</td>
<td>89</td>
<td>2,141</td>
<td>21.36%</td>
<td>1,493</td>
<td>14.90%</td>
<td>0.26%</td>
<td>0.16%</td>
<td>0.32%</td>
</tr>
<tr>
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<td>Palo Pinto County</td>
<td>North Central Texas</td>
<td>7,017</td>
<td>6,283</td>
<td>154</td>
<td>483</td>
<td>97</td>
<td>734</td>
<td>10.46%</td>
<td>828</td>
<td>11.80%</td>
<td>0.19%</td>
<td>0.06%</td>
<td>0.18%</td>
</tr>
<tr>
<td>367</td>
<td>Parker County</td>
<td>North Central Texas</td>
<td>21,330</td>
<td>19,815</td>
<td>207</td>
<td>969</td>
<td>339</td>
<td>1,515</td>
<td>7.10%</td>
<td>2,048</td>
<td>9.60%</td>
<td>0.56%</td>
<td>0.11%</td>
<td>0.44%</td>
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<tr>
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<td>784</td>
<td>275</td>
<td>1,360</td>
<td>9.16%</td>
<td>609</td>
<td>4.10%</td>
<td>0.39%</td>
<td>0.10%</td>
<td>0.13%</td>
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<tr>
<td>425</td>
<td>Somervell County</td>
<td>North Central Texas</td>
<td>1,794</td>
<td>1,684</td>
<td>3</td>
<td>96</td>
<td>11</td>
<td>110</td>
<td>6.13%</td>
<td>163</td>
<td>9.10%</td>
<td>0.05%</td>
<td>0.01%</td>
<td>0.03%</td>
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<tr>
<td>497</td>
<td>Wise County</td>
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<td>4,178</td>
<td>10,437</td>
<td>48</td>
<td>553</td>
<td>140</td>
<td>741</td>
<td>6.63%</td>
<td>1,185</td>
<td>10.60%</td>
<td>0.30%</td>
<td>0.06%</td>
<td>0.25%</td>
</tr>
</tbody>
</table>
Role: Supervise and manage activities associated with North Central Texas Area Agency on Aging and communication to maintain needed functions. Communications with aging service staff, Deputy Executive Director, Director of Public Information and the Texas Department of Aging and Disability Services.

Immediate: Initial actions to be done upon activation/new operational period

- Consult with incident Commander/ Aging Programs Supervisor, NCTCOG Director of Emergency Preparedness, Deputy Executive Director, and DADS staff regarding action plan
- Notify Contractor(s) in affected area and secure staffing and resources, as available
- Secure staffing and assign responsibilities to each staff person/volunteer who will respond
- Review with each responder available human and material resources

Ongoing: Responsibilities and actions to assure effective operations of the NCTAAA

- Communicate with responders, and provide technical assistance as needed
- Seek additional resources from NCTCOG/DADS as needed
- Prepare and submit interim reports and documents as needed
- Attend daily briefings

Shift Change/Deactivation (event contained, response completed)

- Notify Deputy Executive Director, DADS
- Prepare and submit final reports
- Evaluate effectiveness of response
### Incident Commander (Aging Operations Supervisor)

<table>
<thead>
<tr>
<th>Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td></td>
</tr>
<tr>
<td>Site</td>
<td></td>
</tr>
<tr>
<td>Shift</td>
<td></td>
</tr>
<tr>
<td>Report To</td>
<td>Director Aging Programs</td>
</tr>
</tbody>
</table>

**Role:** Under the direction of the Logistics Commander/ Director Aging Programs, coordinate and communicate activities associated with North Central Texas Area Agency on Aging in response to emergency and disaster events effecting targeted populations of the North Central Texas region. Direct response services and activities to maintain needed functions. Communications with aging service staff, Deputy Executive Director, Director of Public Information and the Texas Department of Aging and Disability Services.

### Immediate: Initial actions to be done upon activation/new operational period

- Notification of Logistics Commander
- Coordination of call down
- Review, initiation of response and briefing of the event
- Initiation of emergency operations plan for the event
- Coordination of resources to address event/actions
- Communications to NCTCOG management and DADS

### Ongoing: Responsibilities and actions to assure effective operations of the NCTAAA

- Communications to responders, NCTCOG management and DADS
- Gathering of information and coordination of reports/documents
- Review of response to event, daily briefing.

### Shift Change / Deactivation (event contained, response completed)

- Orientation to Command Staff at shift change
- Briefing to DADS
- Standing down of resources
- Coordination of final reports
- De-briefing and review of event

---

North Central Texas Area Agency on Aging
Revised 2017
### Job Action Sheet  NCTAAA

#### Operations  (Supervisor of Direct Services)

<table>
<thead>
<tr>
<th>Role: Supervise and manage activities associated with North Central Texas Area Agency on Aging and communication to maintain needed functions. Communications with Director Aging Programs, aging service staff, Deputy Executive Director, Director of Public Information and the Texas Department of Aging and Disability Services.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Date</th>
<th>Site</th>
<th>Shift</th>
<th>Report To</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Logistics / Incident Commander, Director Aging Programs &amp; Aging Operation Supervisor</td>
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- **Immediate: Initial actions to be done upon activation/new operational period**
  - Communicate with Logistics Commander and Incident Commander for instruction/action plan
  - Communicate with volunteers to call up needed resources for assistance
  - Should COG offices not be available, report from home or field office to coordinate and provide services/assistance
  - Assist in at alternate intake centers with MOU Partners (Red Cross, Salvation Army, etc)

- **Ongoing: Responsibilities and actions to assure effective operations of the NCTAAA**
  - Maintain communication with volunteers and MOU Partners
  - Coordination and delivery of benefits services, coordination with contractors and vendors for service provision
  - Assist persons effected by the event with access to benefits. Document completion, advocacy
  - Provide telephone assistance to callers seeking assistance
  - Complete reporting documents for tracking of expenditures, volunteer time and services
  - Attend daily briefings

- **Shift Change/Deactivation (event contained, response completed)**
  - Communications with volunteers regarding assignments and deactivation from assignments
• Provide transition from emergency services to maintenance / long-term services for participants when necessary
• Complete reporting documents for tracking of expenditures, volunteer time and services
• Attend debriefing/wrap-up

Job Action Sheet       NCTAAA

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<tr>
<th>Operations</th>
<th>(Managing Ombudsman )</th>
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Role: Investigate reported complaints, report findings and help achieve resolutions of residents in long-term care and assisted living facilities. Provide support to residents and families to resolve any problems or differences with facilities. Provide training about selecting a long-term care facility, eligibility criteria and other services for the elderly. Provide training and supervision of volunteer ombudsman. The before criteria is applied during an event for local or in-coming residents evacuated from and event.

Immediate: Initial actions to be done upon activation/new operational period

• Communicate with the Logistics and Incident Commander concerning need for activation or resident/family or facility needs
• Communicate with State Ombudsman concerning need to activate
• Communicate with facility administrators in the incident zone to determine:
  o Number of residents requiring assistance that will be in-coming to region or evacuated to region
  o How residents will be tracked during evacuation/relocation
  o If assistance needed in locating appropriate emergency sheltering for residents
  o Transferring of medical records and Trust Funds
  o Notification of families of residents

Ongoing: Responsibilities and actions to assure effective operations of the NCTAAA

• Communication with facilities, whether residents have been sheltered in place or transferred to another location
• Attend / provide daily briefings to command staff and State Ombudsman
• Discuss immediate needs of residents
- Be aware of and provide information on resources to assist meeting resident needs
- Track the impact of the disaster on residents to assure that resident rights are protected
- Complete reports to document services provided, volunteer hours and expenses

### Shift Change/Deactivation (event contained, response completed)

- Communicate with Logistics and Incident Commander to discuss scaling-down of services as incident completion nears
- Follow-up with residents and family through re-patriation
- Completion of reporting, expenses and activities of Ombudsman staff / volunteers
- Report to Command Staff and State Ombudsman deactivation activities
Job Action Sheet      NCTAAA

Operations      (In-House Case Manager/Contract Case Manager)

Name

Date

Site

Shift

Report To      Logistics / Incident Commander, Director Aging Programs & Aging Operations Supervisor

Role: Assist with coordination of activities associated with North Central Texas Area Agency on Aging and communications to maintain needed functions. Communications with aging staff, contract case managers and vendors affiliated with NCTAAA.

Immediate: Initial actions to be done upon activation/new operational period

- Coordinate communications between NCTAAA and Contract Case Managers and vendors.
- Coordinate communications with NCTAAA consumers.
- Support Incident Commander and Logistics Commander/Chief Aging Program Officer.
- Coordinate Communications with DADS when needed.

Ongoing: Responsibilities and actions to assure effective operations of the NCTAAA

- Ensure open lines of communications between NCTAAA & service providers & DADS as needed.
- Ensure open lines of communications between NCTAAA and consumers.
- Assist with direction /information sharing of needed services to consumers.
- Continued support of Incident Commander & Logistics Commander/Director Aging Programs

Shift Change/Deactivation (event contained, response completed)

- Communication of stand down to contract case managers, vendors and consumers.
- Continued support of consumers (continuity of service) after event
- Processing of reports and documents to support activities

North Central Texas Area Agency on Aging
Revised 2017
• A debrief of parties involved.

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### Job Action Sheet  NCTAAA

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<th>(Administrative Assistant(s)) (Ombudsman)</th>
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Role: Provide administration support to the department and supervisor. This is accomplished by providing clerical support; coordinating division functions, and coordinating special functions or projects. Other duties include assistance with special departmental projects.

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### Immediate: Initial actions to be done upon activation/new operational period

- Contact nursing homes and assisted living facilities – receiving or making calls directed by the Incident Commander or Logistics Commander/Director Aging Programs
- Access to the “Fives” site created by the TX Department of Aging and Disability Services (DADS), to record vacancies within facilities should an evacuation situation occur.
- Available to contact state and local agencies as directed by the Incident Commander, Logistics Commander/Chief Aging Program Officer.
- Contact for Ombudsman volunteers.

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### Ongoing: Responsibilities and actions to assure effective operations of the NCTAAA

- Facilitate communication between Ombudsman and facilities, Incident Commander, and Logistics.
- Processing of reports and financial documentation to Finance and Administrative Services.
- Facilitate assessment of need for participants resulting in referral to appropriate services.
- Management / coordination of Ombudsman volunteers to assignments to insure coverage of facilities effected by events.
- Facilitate information on evacuated resident location and relay information back to source of inquiry.
- Continuation of responsibilities as identified above.
Shift Change/Deactivation (event contained, response completed)

- Interim assistance would be addressed by Staff Ombudsman during shift change.

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### Job Action Sheet  NCTAAA

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Role: Provide administration support to the department and supervisor. This is accomplished by providing clerical support; coordinating division functions, and coordinating special functions or projects. Other duties include assistance with special departmental projects.

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### Immediate: Initial actions to be done upon activation/new operational period

- Report to Logistics & Incident Commander to ascertain immediate needs based upon current situation.
- Assist with answering phone and routing calls (if phones are operational) If phones are down, assist contacting staff, contractors and vendors by internet, fax, or personal cell.
- Work from home or satellite handling calls and/or clerical support.

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### Ongoing: Responsibilities and actions to assure effective operations of the NCTAAA

- Facilitate communication between Incident Commander, and Logistics, staff and volunteers.
- Maintain call log.
- Processing of reports and financial documentation to Finance and Administrative Services.
- Facilitate assessment of need for participants resulting in referral to appropriate services.
- Continuation of responsibilities as identified above.
Shift Change/Deactivation (event contained, response completed)

- Prioritize reports and documents of services delivered or planned.
- Continue with telephone assistance for staff/volunteers.

**Job Action Sheet**  
**NCTAAA**  
**Administration/Finance**  
(Senior Accountant)

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Role: To determine availability of funds from current budget. Coordinate expenditures in excess of $200 per clients with Incident Commander and Logistics Commander/ Director Aging Programs. Coordinate the payment process between Administration, NCTAAA and DADS.

**Immediate: Initial actions to be done upon activation/new operational period**

- Provide information on fund availability.
- Make available a list of currently used vendors / assets for the area
- Facilitate payment of staff and resources accessed

**Ongoing: Responsibilities and actions to assure effective operations of the NCTAAA**

- Maintain expenditure information by funding stream and when necessary by participant
- Be aware of funds available on a daily basis, taking into account the cumulative amount of expenditures made during the event
- Insure proper documentation is received for all expenditures made
- Coordinate the payment process with NCT and Administration, expediting payments as necessary
Shift Change/Deactivation (event contained, response completed)

- Reconcile expenses incurred by funding stream and when necessary by participant
- Provide about expended and remaining budget funds to Logistic Commander/ Director Aging Programs
- Insure payment is made for all services

Job Action Sheet  NCTAAA

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Role: Supervise and manage activities associated with North Central Texas Area Agency on Aging and communication to maintain needed functions. Communications with aging service staff, Director of Community Services, Director of Public Information and the Texas Department of Aging and Disability Services.

Immediate: Initial actions to be done upon activation/new operational period

- Attend briefings of event, gather information of event
- Coordination of event information with NCTCOG Administrative staff
- Communications with media

Ongoing: Responsibilities and actions to assure effective operations of the NCTAAA

- Attend briefings of event, gather information of event
- Coordination of event information with NCTCOG Administrative staff
- Communications with media
- Monitor events and actions of responders
Shift Change/Deactivation (event contained, response completed)

- Orient assistants to event and activities
- Communications of event history and conclusions at close of event to media

Activation Checklist

- Activate Emergency Plan
- Notification of NCTCOG Administrative Staff, State and Governmental authorities
- Call up and Activate required staff and resources
- Develop and implement action plan (Immediate and long-term) (review daily)
- Conduct daily briefings
- Evaluate / order resources
- Monitor media and provide information as available
- Maintain reporting procedures
- Begin staging down of resources
- Follow-up of services to participants and responders (staff/volunteers)
- Conduct evaluation of actions / services during event (review/ revise)
- Report of best practices, lessons learns