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DRAFT**SECTION III: RESPONSIBILITIES AND PROCEDURES****III-1 The Area Agency on Aging, Palm Beach/Treasure Coast's Responsibilities**

When disasters or other emergency events (such as terrorism or bio-terrorism attacks) impact Florida, the Agency's staff members will provide the manpower needed to carry out the continuity of operations plan. These roles include staffing the County Emergency Operations Center or alternate facility, working in the field during the recovery effort, or covering for staff serving at the County Emergency Operations Center, in the field, or alternate facility. The County Emergency Operations Center is located at Palm Beach County Division of Emergency Management (DEM), 20 South Military Trail West Palm Beach, Florida where response and recovery efforts of the various County agencies are coordinated. If, in the event, of a major or catastrophic disaster or emergency, and the center has to relocate to an alternate facility, the Agency's Emergency Coordinating Officer will relocate with them to ensure constant contact with the Department of Elder Affairs and Local Service Providers in impacted areas.

Planning Responsibilities

Primary responsibility for the Agency's Continuity of Operations Plan falls under the duties of the Emergency Coordinating Officer (ECO) and alternate who have been designated by the Chief Executive Officer. The Emergency Coordinating Officer and alternate will assist in updating:

- a. Aging network standard operating procedures for coordination with and incorporation in the Continuity of Operations Plan;
- b. Procedural guidelines for the Area Agencies on Aging and Local Service Providers on disaster preparedness;
- c. Training and technical assistance to Local Service Providers on the development and implementation of their Continuity of Operations Plan;
- d. Exercise opportunities to test Local Service Provider Continuity of Operations Plans;
- e. Recommend policy, law and rule change to disaster preparedness as needed;
- f. Represent the Agency and provide on-site coordination activities in the County Emergency Operations Center or alternate facility when there is a disaster; and
- g. Maintain a log of essential daily activities during any disaster, emergency, terrorist attack or bio-terrorism. (Attachment VI)

Staff Duties at the County Emergency Operations Center

Department personnel may be called upon to assist the Emergency Coordinating Officer and/or alternate in the event of a disaster or emergency. If the County Emergency Operations Center has relocated to an alternate facility, staff will not be required to assist at the alternate facility. The assistance at the County Emergency Operations Center includes the following:

- a. Represent the Agency at the County Emergency Operations Center when the Agency's Emergency Coordinating Officer determines personnel and resources are needed to support operations;

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- b. Attend County Emergency Operations Center Plans and Operations training provided by the Division of Emergency Management, as necessary; and
- c. Maintain a log of essential daily activities during a disaster and report to the Emergency Coordinating Officer.

Plan Organization

The Area Agency on Aging will be developing operating procedures that will be in compliance with the Continuity of Operations Plan and will specify:

- a. When and how to make contact with County Emergency Operations Center staff and Local Service Providers. The Agency maintains an updated list of emergency contacts for the Division of Emergency Management, County Emergency Operations Center and the Local Service Providers;
- b. When and how emergency response assessment teams consisting of case managers and other professionals deploy to the disaster area to support disaster response efforts. Supervision of case managers, etc. will be the responsibility of Area Agencies on Aging or Local Service Providers in the disaster area unless otherwise indicated; and
- c. When relocation to alternate facility of Area Agency on Aging's headquarters is established, pertinent information will be given to Local Service Providers and DoEA in order for them to keep in contact with the Area Agency on Aging.

Responsibility and Function

The Agency will represent the aging network in meetings with County agencies and in the County Emergency Operations Center (CEOC) or at the CEOC alternate facility to ensure County emergency plans adequately address the special needs of elders and will:

- a. Maintain an updated Continuity of Operations Plan and ensure aging network plans remain current; and
- b. Resolve within 24 hours all challenges posed by Local Service Providers on interpretation of emergency measures/activities necessary to assist elders following a disaster.

Training Activities

1. All levels within the aging network will develop annual training activities. The Agency will assist in the development of these activities and ensure information is distributed to staff on how to develop a personal disaster plan. Training activities should enhance:
 - a. The capability of individual service provider agencies and the aging network on disaster preparedness and response;
 - b. Strengthen the cooperation between emergency management agencies, the aging network and other service and voluntary agencies involved in disaster preparedness and operations; and

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- c. Provide technical assistance to service providers in training their volunteers to help elders sign up with their county special needs registry.
2. Training will be made available to Agency emergency staff in disaster preparedness response and recovery. Agency staff may be expected to participate in the following:
 - a. Provide personnel to staff the County Emergency Operations Center;
 - b. Act as liaison between the Agency and affected Provider Agencies, if needed;
 - c. Assist Disaster Preparedness and Operations in completing necessary reimbursement applications;
 - d. Assist Local Service Providers in completing reimbursement forms;
 - e. Provide technical assistance to Local Service Providers to reestablish computer capabilities;
 - f. Provide technical assistance to Local Service Providers concerning volunteers and donations; and
 - g. Provide information assistance to staff at the County Emergency Operations Center.
 3. Training will be provided annually to agency staff on developing a personal/family disaster plan that will include the following (see Attachment XII – Family Disaster Plan):
 - a. A current street address of the employee;
 - b. Physical description of how to get to employee’s home from the Department if street signs and other landmarks are damaged or downed due to disaster;
 - c. Current phone number of the employee
 - d. List of family members (children, spouses, parents, etc.);
 - e. Location of family members during the business day; and
 - f. Address and phone number of primary evacuation location in case of a Tallahassee event (i.e., home of a relative or friend outside of area).

III-2 Alternate Relocation Point Facility Manager Responsibilities

The Area Agency on Aging will initiate a Memorandum of Agreement with each alternate relocation facility to ensure availability and readiness when the Agency has to relocate.

The Agency will have procedures in place to ensure the smooth transition of Agency mission essential functions, personnel, equipment, and vital records from the Area Agency on Aging to the alternate facility.

General responsibilities for the alternate facility:

- a) Identify mission essential functions that can be deferred or terminated in the event the Agency COOP Plan is implemented.

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- b) Provide proper storage of backup copies of vital records and databases, and other pre-positioned resources and assets.
- c) Designate personnel responsible to assist the arriving key staff, if applicable.
- d) Maintain a current roster of designated COOP site-support staff personnel. (See Attachment X)
- e) Support the transition of all Agency functions, personnel, equipment and records from the alternate facility to a new or restored Area Agency on Aging office.

III-3 Personnel Coordination

Identify **one staff member** (relocation group) at the alternate facility to contact and provide information to non-essential staff. The Communications Coordinator should call in a staff member, if needed, to be point of contact and provide information to those staff not at the alternate facility.

III-4 Vital Records and Databases

The responsibility of each department is to identify emergency operating records, legal and financial documents essential to the continued functioning of the department in the event the Area Agency on Aging has to relocate to an alternate facility. **Back up of vital documents on disks or CD's should be a daily routine.**

- a. One of the Agency's COOP Plan objectives is to ensure the protection of vital records that are needed to support essential functions of the department at alternate facility.
- b. Categories of these types of vital records and databases may include:
 - 1) Emergency Operating Records. Vital records essential to the continued functioning or reconstitution of the Area Agency on Aging during and after an emergency. Included is the emergency plans and directives; orders of succession; delegations of authority; staffing assignments; and related records of a policy or procedural nature that provide agency staff with guidance and information resources necessary for conducting operations and for resuming formal operations at its conclusion.
 - 2) Legal and Financial Rights Records. Vital records critical to carrying out the Agency's essential legal and financial functions and activities, and protecting the legal and financial rights of individuals directed affected by its activities. Included are records having such value that their loss would significantly impair the conduct of essential agency functions, to the detriment of the legal or financial rights or entitlements of the organization or of the affected individuals. Examples: accounts receivable; contracting and acquisition files; official personnel files; Social Security, payroll, retirement, and insurance records, and property management and inventory records.

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Each Area Agency on Aging Department will ensure that databases and other references supporting the identified Agency's mission essential functions will be available at the alternate facility.

III-6 Drive-Away Kits

Each division/section supervisor is responsible for providing guidance to staff on the requirement for and the contents of these kits, which may contain such items as software, databases, publications, laptop computers, etc. Any special resource requirements for the division/section need to be addressed.

It is strongly encouraged that essential items and data be pre-positioned at alternate facility instead of being carried in drive-away kits, because the relocation group members may be at home when the order is given for relocation to alternate facility and access to the kit may be difficult or impossible.

III-7 Telecommunications and Information Technology Support

Listed below is a list of the capability of the Agency to back up and restore its network systems:

- a. Servers are backed fully onto a DLT drive (Digital Linear Tape) on a weekly basis which is stored offsite;
- b. Servers are also backed up fully onto DLT tape on a nightly basis;
- c. Servers can be restored by using the full backup.
- d. Restoration of operating environment would consist of simply reloading backups and restarting. If any equipment is destroyed, the equipment can be replaced, reload backups and restart. Equipment is 100 percent standards-based equipment (Wintel x 86 Servers running Netware) that is obtainable from any number of vendors in a matter of days;
- e. Periodic testing has ensured the process works properly.

It is imperative that departments ensure that unique or critical information systems requirements are considered in planning and, if appropriate, are identified as capabilities to be provided by support organizations at the alternate facility. All departments shall maintain all necessary and up-to-date files, documents, computer software, and databases required to carry out mission essential functions.

III-8 Transportation, Lodging, and Food

Alternate sites for the Area Agency on Aging are within driving distance for daily activity for all Area Agency on Aging's employees.

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Each department supervisor is responsible for the protection of personnel and vital records and databases before, during, and after COOP operations that require relocation to an alternate facility.

III-10 Personal Preparedness

To prepare for the possibility of relocating to an alternate facility, the following recommendations for personal preparedness should assist the Relocation Group members and, when requested, designated support staff:

- a. Personal Items – Relocation Group members will bring appropriate personal items and changes of clothing
- b. Clothing – While RG members are at the alternate facility, casual dress would be appropriate.
- c. Medical Support – An adequate supply of medicines, hearing-aid batteries, and eyeglasses should be part of the items included in the “personal go-kits”. RG members should ensure that refrigerators are at the alternate facility for medication needing refrigeration and group members remember to bring their health insurance cards.

III-11 Site-Support Procedures

The alternate facility will provide at a minimum: facility access and control, in processing, office assignments, physical security, administrative support and supplies, communications support and information systems support.