

# Emergency Preparedness and Back Up Plans

Office of Aging and Adult Services

OAAS-TNG-25-003

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# AGENDA



- All Hazards Approach
- Agency Responsibilities
- Support Coordinator (SC) Role
- Direct Service Provider (DSP) Roles
- Adult Day Health Care (ADHC) Roles



# All Hazards Approach for Emergency Preparedness

The Centers for Medicare and Medicaid Services defines an “All-Hazards Approach” as an integrated approach to emergency preparedness planning that focuses on the capacities and capabilities that are critical to preparedness for a full spectrum of emergencies or disasters.

# Examples of Emergency Events

2025- Blizzard Conditions

2024- Freezing Temperatures

2021- Ice Storm/ Hurricane

2020- Hurricanes/Tornados/COVID-19 Pandemic

2016- Flooding

Use an ALL hazards approach when planning for any event!



The needs and safety of all people including yourself must be adequately addressed **before**, **during** and **after** disaster and/or emergency situation.

# Emergency Considerations

- Disasters and emergencies can present additional challenges for people with disabilities and aging adults.
- The following decisions will have to be made when an emergency event occurs:
  - Where will you go?
  - What will you need to take with you?
  - Who will provide assistance?

# Agency Responsibilities

- Agencies shall:
  - Manage the preparations, and respond to the aftermath of all disasters that may threaten the lives, health and safety of our participants.
  - Ensure that all employees are trained in emergency or natural disaster preparedness during onboarding and annually thereafter.
  - Develop an individual emergency plan for each participant.
  - Create and keep up to date an agency specific emergency plan.
    - How will your agency's essential functions carry on during a disruption of normal activities?

# Continuity of Operations

- What affects your agency's operations when an emergency event occurs?
  - Identify the critical actions to be taken.
  - Plan the day-to-day steps needed to back up critical systems with limited to no interruption.
  - Maintain plans and procedures for communicating and coordinating activities with personnel.



# COMMUNICATION

IS CRITICAL  
DURING AN EMERGENCY!



# Communication During Emergencies


- Maintain communication with essential personnel, other agencies, organizations, & participants.
  - Update personnel information as needed.
  - Ensure alternative contact information for personnel is available.
- Access data and systems.

## Communication During Emergencies (cont'd)

- Comply with any reporting requirements requested by OAAS.
  - Prepare and disseminate instructions (i.e. DSW will provide services in the shelter per the OAAS emergency plan).
- Monitor the status of your agency's resources (personnel).
  - Provisions for back up staff is required.

# Participant Individual Emergency Plan

- SC must complete the OAAS Emergency Plan ([OAAS-PF-09-004](#)) at minimum annually with each participant.
- The **UPDATED** OAAS Emergency Plan:

Participant Name: LAST NAME, FIRST NAME  Date of Birth: ENTER DATE

EMERGENCY PLAN	
Demographics	
<b>Physical Address:</b> Click to enter address. Click to enter city, state, & zip.	
<b>Parish:</b> Click to enter text.	<b>Participant Phone #:</b> Click to enter text.
<b>Direct Service Provider Name:</b> Click to enter text.	<b>Direct Service Provider Phone #:</b> Click to enter text.
<b>Primary Physician's Name:</b> Click to enter text.	<b>Primary Physician's Phone #:</b> Click to enter text.

# Developing an Emergency Plan



# Developing an Emergency Plan (cont'd)

- The plan should document practical information that is relevant to the person.
  - If outside resources (i.e. ambulance transport) are included as part of the emergency plan, SC should take measures to coordinate with that resource.
  - Natural supports & DSP's who are listed as responsible parties in the emergency plan must sign or give a verbal agreement.

# SC Emergency Planning

- SC must continuously maintain an up to date emergency plan for every participant throughout their plan of care year.
- A participant's emergency plan is discussed with participant during monthly, quarterly, or any other participant contacts.
  - If any changes to the participant's emergency plan are identified, the SC must update.

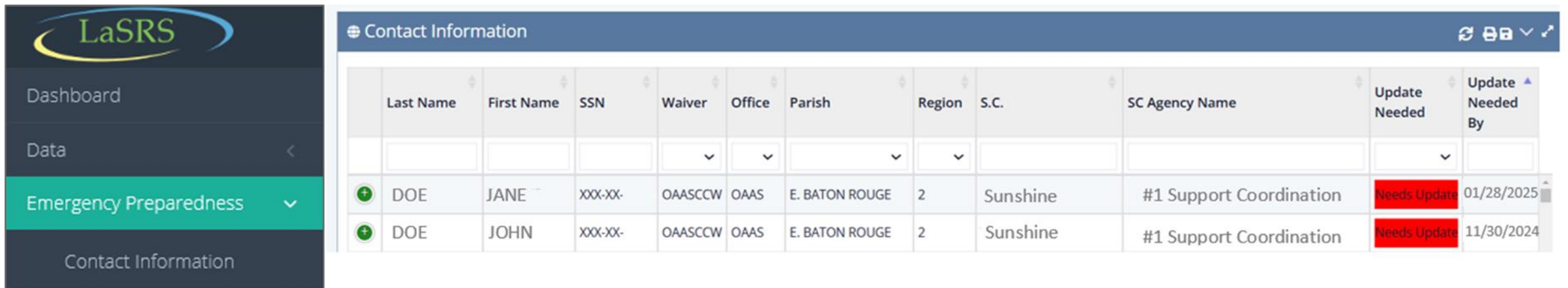
# SC Emergency Tracker

- It is a requirement as a department to ensure that our participants are *safe* during events.
  - SC may be required to contact the participant pre-event, during the event, and/or post-event depending on the type of emergency.
- The DMC maintains the Emergency Tracking Information in LaSRS.
- When tracking has been activated by OAAS State Office for an emergency event the SC's role is to contact participants as directed.
  - The frequency of the contacts depends on the severity of the event.



# SC Emergency Tracking Information

- SC must review and update emergency information in LaSRS as follows:
  - Monthly (every 30 days) during Hurricane Season (June –November)
  - Quarterly (every 90 days) outside of hurricane season (December- May)



The screenshot shows the LaSRS Emergency Preparedness interface. On the left is a navigation menu with options: Dashboard, Data, Emergency Preparedness (selected), and Contact Information. The main area displays a table titled 'Contact Information' with the following columns: Last Name, First Name, SSN, Waiver, Office, Parish, Region, S.C., SC Agency Name, Update Needed, and Update Needed By.

	Last Name	First Name	SSN	Waiver	Office	Parish	Region	S.C.	SC Agency Name	Update Needed	Update Needed By
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
+	DOE	JANE	XXX-XX-	OAASCCW	OAAS	E. BATON ROUGE	2	Sunshine	#1 Support Coordination	Needs Update	01/28/2025
+	DOE	JOHN	XXX-XX-	OAASCCW	OAAS	E. BATON ROUGE	2	Sunshine	#1 Support Coordination	Needs Update	11/30/2024

# DSP Responsibilities

During an emergency, DSP responsibilities include but are not limited to:

- Execution of those tasks agreed to in the plan if the emergency plan is activated.
  - DSP must ensure that qualified back-up staff are available to ensure services are uninterrupted.
- Ensures that sufficient supplies, medications, clothing and a copy of the individual service plan are sent with the client, if evacuated.



# DSP Responsibilities (Cont'd)

- Ensure the participant evacuates with the following:
  1. Identifying information,
  2. Current and active diagnosis,
  3. Medications, including dosage and times administered,
  4. Allergies,
  5. Special dietary needs or restrictions, and
  6. Next of kin contact info.

# DSP Responsibilities (Cont'd)

- DSP's must notify family members, and/or support coordinator of the participant's evacuation status. Notification will include:
  1. Date and time of evacuation,
  2. The place the participant is evacuating to, including name, address and telephone number, and
  3. A telephone number that may be used by the family/responsible representative to contact the provider regarding the evacuation.

# Back Up Staffing Plan

- DSP is required to complete a back up staffing plan for the following OAAS Waiver Participants:
  - Community Choices Waiver (CCW) participants receiving Personal Assistances Services (PAS).
  - Adult Day Health Care (ADHC) Waiver participants receiving Long-Term Personal Care Services (LT-PCS).

**Note: If the SC does not receive this form from DSP within five business days, the participant will be instructed to select another provider.**

## Back Up Staffing Plan (cont'd)

- The back up plan will identify the primary persons responsible for immediate coverage when the Direct Service Worker (DSW) has an unplanned absence and is unable to provide care according to the Plan of Care (POC).
  - DSP **OR** Family/natural support will accept the responsibility.
  - Signatures/verbal agreement are required from the individual accepting this responsibility.

# Back Up Plan During Emergencies

- In the event of an emergency event, DSP should review the back up staffing plan.
- If DSP is responsible for back up staffing:
  - DSP should ensure they have adequate and qualified staff available to manage essential functions.
- If family/natural support is responsible as back up during DSW absence:
  - DSP should contact the participant's family who is responsible to discuss the participant's plan during the emergency.

# ADHC Planning

- Ensure appropriate & accessible first aid supplies are in the center's building and all vehicles used to transport participants.
- Have access to telephone services when participants are in attendance.
  - Emergency numbers for fire department, police, medical services, poison control, and ambulance should be posted and easily accessible.



## ADHC Planning (cont'd)

- Notify the family member or responsible parties when an emergency occurs for an individual participant.
- Implement emergency medical procedures and notify the participant's family and other medical personnel upon identification of any non responsive participant.
- Conduct Emergency drills at least once every three months.

# ADHC Notification

ADHC provider must *immediately* notify LDH and other appropriate agencies of any fire, disaster, or other emergency which may present a danger to participants or require their evacuation from the center.



# Louisiana Emergency Preparedness – Online Resources

<http://www.ldh.louisiana.gov/index.cfm/newsroom/detail/1422>

- ▶ Emergency Preparedness Brochure
- ▶ Emergency Preparedness Guide
- ▶ Safety Protocols Resource Guide
- ▶ Find a Safe Place Postcard
- ▶ Assistive Device Considerations During Emergency Situations

# References:

- <https://www.doa.la.gov/media/15odwaqn/48v01.pdf>
- <https://ldh.la.gov/assets/docs/OAAS/Manuals/WaiversProceduresManual/T-Reports.pdf>
- [http://documents.statres.com/SC\\_MANUAL.pdf](http://documents.statres.com/SC_MANUAL.pdf)