North Central Texas
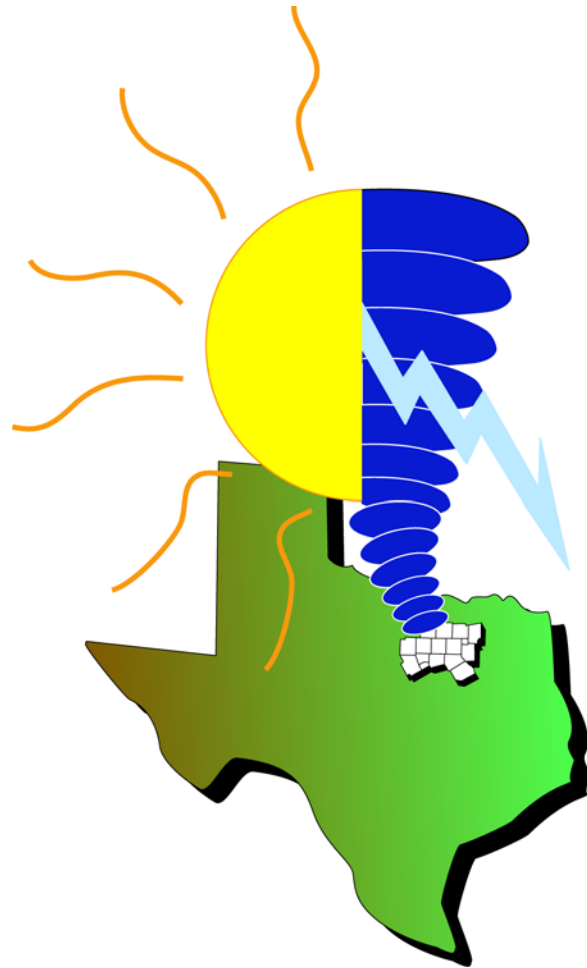# Area Agency on Aging

EMERGENCY OPERATIONS PLAN

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: Manager of Aging Programs, Aging Programs Coordinator, Senior Accountant, Staff Ombudsmen, Benefits/Legal Assistance Counselors, Case Managers and Administrative Assistant(s).

The Aging Programs Coordinator is responsible for development and oversight of the regional disaster plan for the NCTAAA. The Manager of Aging Program 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 Manager of Aging Programs and the Aging Programs Coordinator 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 twelve (12) aging focal points in its service area to provide localized assistance. They are: 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. Concept of Operations

In the event of an emergency/disaster, the NCTAAA Aging Programs Coordinator, in coordination with the Manager of 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 NCTAA 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.

NORTH CENTRAL TEXAS AREA AGENCY ON AGING DISASTER OPERATIONS FLOW CHART

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                    ┌──────────────────┐
                    │  Disaster/Event  │
                    └────────┬─────────┘
                             ↓
                    ┌──────────────────┐
                    │ First Responders │
                    └────────┬─────────┘
                             ↓
                ┌─────────────────────────┐
                │  Secondary Responders   │
                │        NCTAAA           │
                └────────────┬────────────┘
                             ↓
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    ↓                ↓              ↓                    ↓
Activate Focal    Reporting   Agency Resources    Service Coordination
Point Resources     DADS        Activated         Mutual Aid Agreements
               Incident Command     ↓                  Activated
                                  Staff
                                    ↓
                                Volunteers
                                    ↓
                                 Funding
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                    ┌──────────────────┐
                    │   Evaluation     │
                    └────────┬─────────┘
                             ↓
                    ┌──────────────────┐
                    │ Service Wrap-up  │
                    └────────┬─────────┘
                             ↓
                    ┌──────────────────┐
                    │ Agency Stand Down│
                    └──────────────────┘
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North Central Texas Area Agency on Aging
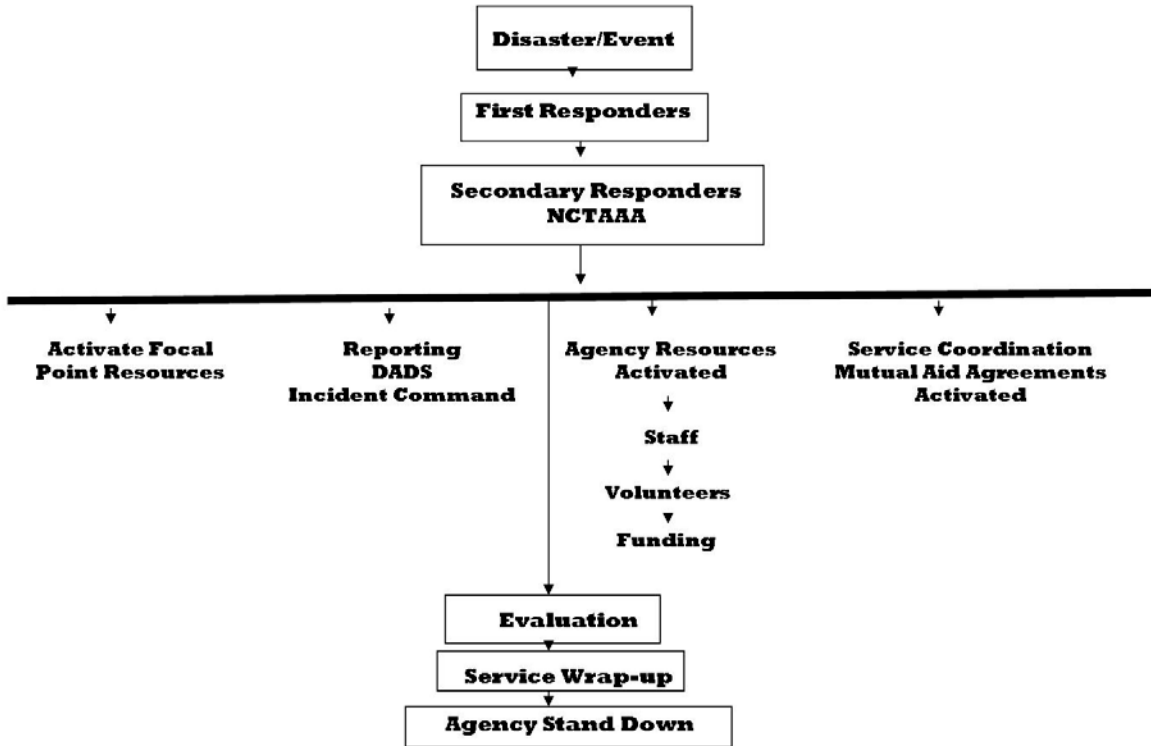
C. Staff Phone / Contact List

Name	Phone # (s)	Email Addresses	
Mike Hensley Aging Programs Coordinator	817-695-9195 wk hm cell	mhensley@nctcog.org hm	wk
Angie Estes In-House Case Manager	817-608-2398 wk hm cell	aestes@nctcog.org hm	wk
Marta Hiegel Benefits Counselor	817-695-9122 wk hm cell	mhiegel@nctcog.org	wk
Jan Henning Benefits Counselor	817-695-9197 wk hm cell	jhenning@nctcog.org hm	wk
Diane McCoy Administrative Assistant	817-695-9157 wk hm cell	dmccoy@nctcog.org hm	wk
Angela Powell NCTAAA Case Manager	972-841-7642 cell hm	Angela.powell1@att.net	hm
Tina Rider Staff Ombudsman	817-695-9196 wk cell	trider@nctcog.org	wk
Lisa Walker Administrative Assistant	817-695-9172 wk hm cell	lwalker@nctcog.org hm	wk
Ann Lemelle Staff Ombudsman	817-695-9198 wk cell	alemelle@nctcog.org hm	wk
Cheryl Winn Benefits Counselor	817-695-7219 wk	cwinn@nctcog.org	wk
Christine Tran Administrative Assistant	817-695-9194 wk	Ctran@nctcog.org	wk
Doni Van Ryswyk Manager of Aging Programs	817-695-9193 wk hm cell	dvanryswyk@nctcog.org hm	wk
Mona Barbee Senior Accountant	817-204-2537 wk cell	mbarbee@nctcog.org hm	wk

North Central Texas Area Agency on Aging

D. Aging Contractors Emergency Contacts by County

County	Agency	Primary Contact	Secondary Contact

Collin	Collin County Committee on Aging
	600 N. Tennessee
	McKinney, TX 75069
	972-562-6996
	972-562-0308 fax
		Rep Pledger, Transit Director
		972-562-4275 x 115 wk
		972-838-3186 wk cell
		  hm
		  hm cell
		pledgerr@ccartcc.com
			Juli Smith, Aging Director
			972-562-6996 x 111 wk
			  hm
			  hm cell
			smithj@mowcc.com

Denton	SPAN
	1800 Malone St.
	Denton, TX 76201
	940-382-2224
	940-383-8433 fax
		Clifford Splawn
		  hm
		  cell
		cliffords@span-transit.org
			Nic Gray, Transit Director
			940-382-1900 wk
			  hm
			  cell
			nicholasg@span-transit.org

Erath	Erath County Senior Citizens 1306 E. Washington Town East Ctr., Suite M Stephenville, TX 76401 254-965-3510 254-965-3591 fax	Richard Denning hm 254-965-3510 wk erathmow@embarqmail.com	Dr. Don Stewart Chairman 254-968-5075 wk
Hood	Hood County Committee on Aging 501 E. Moore Granbury, TX 76048 817-573-5533 817-573-2420 fax	Emily Burks Executive Director cell eburks@hoodcounty seniorcenter.org	Kevin Meyers Board President 817-894-5134 kevinjamesmyers@hotmail.com

Hunt	Senior Center Resources and Public Transit
	4912 Lee St.
	Greenville, TX 75401
	903-454-1444
	903-454-4150
		David Caldwell CEO
		903-454-1444 x 18 wk
		  hm
		dcaldwell@scrpt.org
			Dianne Mason, Op. Mgr.
			903-454-1444 x 17 wk
			  hm
			damson@scrpt.org
			
			Greg Anderson, Transit
			903-454-1444 x 13 wk
			  hm
			ganderson@scrpt.org
			
			Truly Moon, Elderly
			903-454-1444 x 16 wk
			  hm
			tmoon@scrpt.org

Johnson/Ellis	MOW Johnson/Ellis County
	1601 Anglin, Suite B
	Cleburne, TX 76031
	817-558-2840
	817-517-5453 fax
		Vinsen Faris
		Executive Director
		  cell
		vinsen@mowjec.org
			Tracy Robinson
			  hm
			  cell
			tracy@mowjec.org
			
			Amy Jackson
			  hm
			  cell
			amy@mowjec.org

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Kaufman/ Navarro	Kaufman County Senior Citizen Services 200 S. Virginia Terrell, TX 7575160 972-563-1421 972-563-1491 fax	Omega Hawkins Executive Director hm cell omega@terelldepot.com	Phyllis Walker 972-563-1422 wk hm Phyllis@terrelldepot.com
Palo Pinto	MOW of Palo Pinto County 1410 S.E. MLK Jr. St. Mineral Wells, TX 76067 940-325-7919 940-325-4388 fax	Patty Clark Executive Director 940-327-9434 wk cell hm pclark@mowppc.com	Mary Jane Rasberry Board President cell mjrasberry@mowppc.com wk
Parker	Parker County Committee on Aging 1225 Holland Lake Weatherford, TX 76086 817-554-7419 817-341-3900 fax	Glenda Webb Executive Director 817-596-4640 wk cell glendaw@swbell.net	Trish Meaders Business Manager 817-596-4640 wk cell
Rockwall	Rockwall County Committee on Aging 950 Williams Street Bldg C, Suite 200 Rockwall, TX 75087 972-771-9514 phone/fax	Margie VerHagen Executive Director cell rockwallmow@hotmail.com	Rob Glover Volunteer Coordinator cell Mary Jo Carson Board President
Somervell	Somervell County Committee on Aging 209 SW Barnard Street Glen Rose, TX 76043 254-897-2139 254-897-3386 fax	Pam Baker Executive Director hm cell pbaker@valornet.com	Sandy Hudson cell
Wise	Wise County Committee on Aging 300 N. Trinity Decatur, TX 76234 940-627-5329 940-627-1945 fax	Donna Brown Executive Director hm cell wccoa@peoplepc.com	Tammy Stanley hm cell Rtstanley940@peoplepc.com
Parker/Palo Pinto	Public Transit 7611 Hwy 180 E. Mineral Wells, TX 76067 940-328-1391 940-328-1392 fax	Reta Brooks Executive Director 940-328-1391 x 101 wk cell rbrooks@publictransitservices.org	Terry Roberson System Resource Manager 940-328-1391 x 102 wk cell terry@publictransitservices.org
Denton, Ellis, Erath, Johnson, Wise	Valley Innovative Services Fort Worth / Houston	Ben Culp District Manager 713-941-2428 wk 713-858-0767 cell hm bculp@valleyservicesi.com	Abbe Martin Food Service Director Fort Worth Kitchen 817-422-1065 cell Eduardo Hernandez, Asst Dir 817-937-6680 cell

North Central Texas Area Agency on Aging

E. 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 Manager of Aging Programs. Staff may be requested to report and respond by telephone or in-person at a site designated by the Incident Commander or Manager of 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 Manager of 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.

F. 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 Program Manager for the Area Agency on Aging. 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:

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                    ┌──────────────┐
                    │  Executive   │              ┌──────────────────┐
                    │  Director    │              │ Office of Public │
                    └──────────────┘   <──────>   │ Affairs / PIO    │
                          ⇕                        └──────────────────┘
                    ┌──────────────┐
                    │  Director of │
                    │  Community   │
                    │  Services    │
                    └──────────────┘
                          ⇕
┌──────────────────────┐        ┌──────────────────────┐
│ Incident Commander / │        │  Manager of Aging    │
│ Aging Programs       │ <────> │  Programs / Logistics│
│ Coordinator          │        │  Commander           │
└──────────────────────┘        └──────────────────────┘
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Benefits Counselors / Operations	Ombudsman / Operations	Case Managers / Operations	Administrative Assistants

Volunteers

Senior Accountant / Finance / Resources
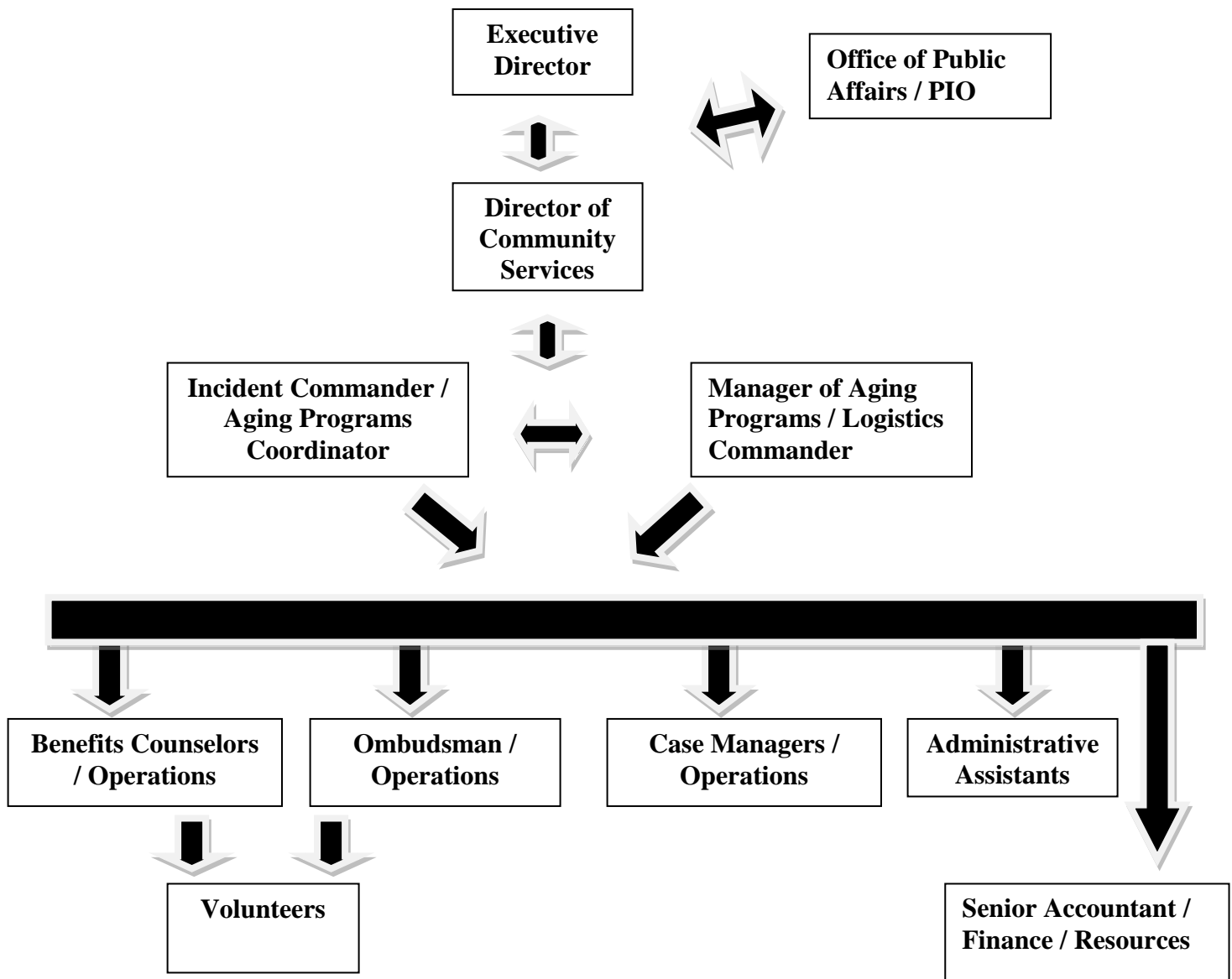
B. Job Descriptions

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

2. **Logistics / Planning** (Manager of 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** (Benefits Counselor)
   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)

North Central Texas Area Agency on Aging

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
Fred Keithley, Director of Community Services & Public Safety Communications
Doni Van Ryswyk. Manager of Aging Programs

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

Should the Manager of Aging Programs and the Aging Programs Coordinator be unavailable, the Director of Community Services & Public Safety Communications 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 (AIM). 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

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.

North Central Texas Area Agency on Aging

Number of Tornado Events Recorded from 1950 to 2007
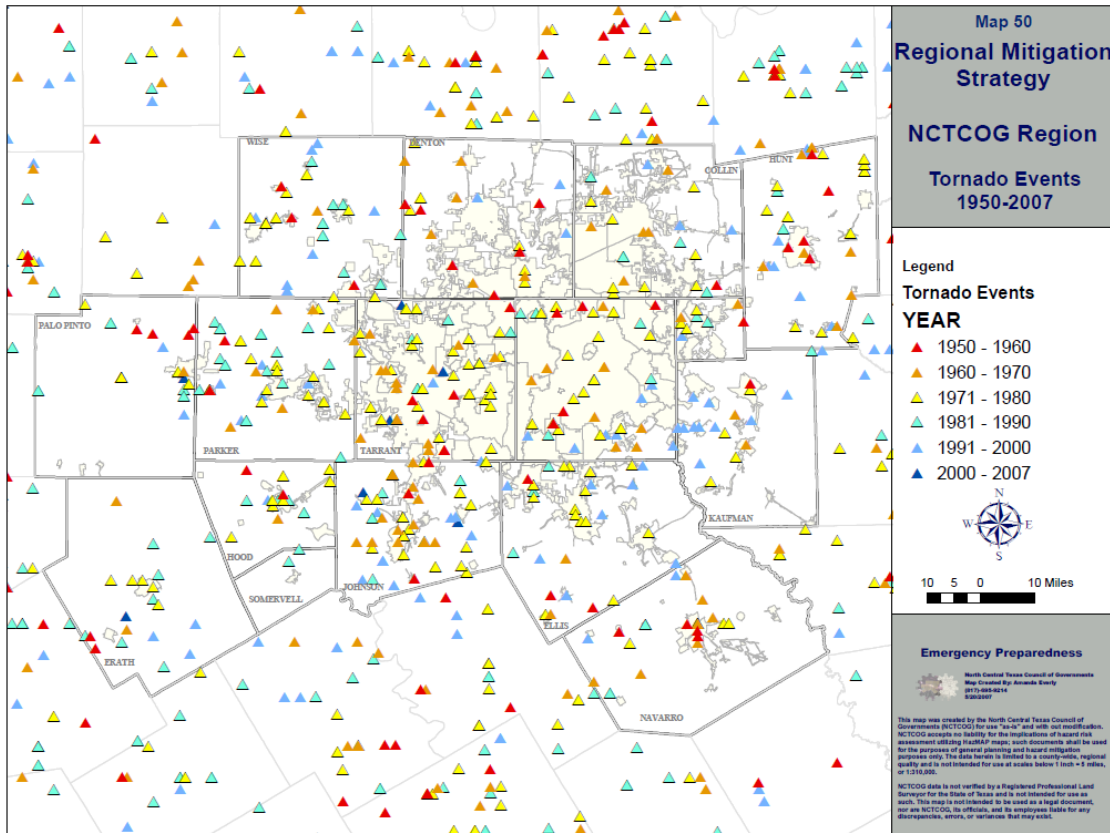
B. Hail

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 in Denver Colorado, eastern Texas-Oklahoma region. The Property Loss Research Bureau indicates that a hailstorms 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

North Central Texas Area Agency on Aging

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
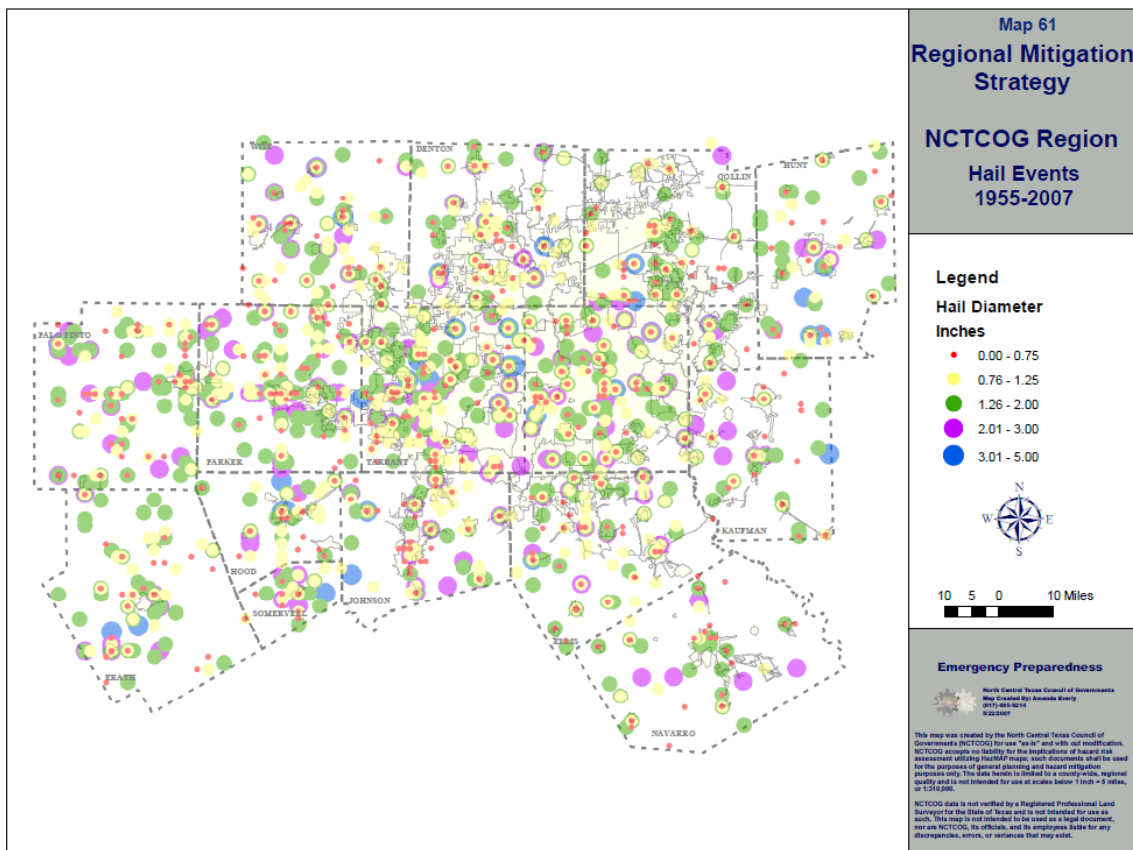
C. High Wind

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.

Number of High Wind Events Recorded from 1955 to 2007
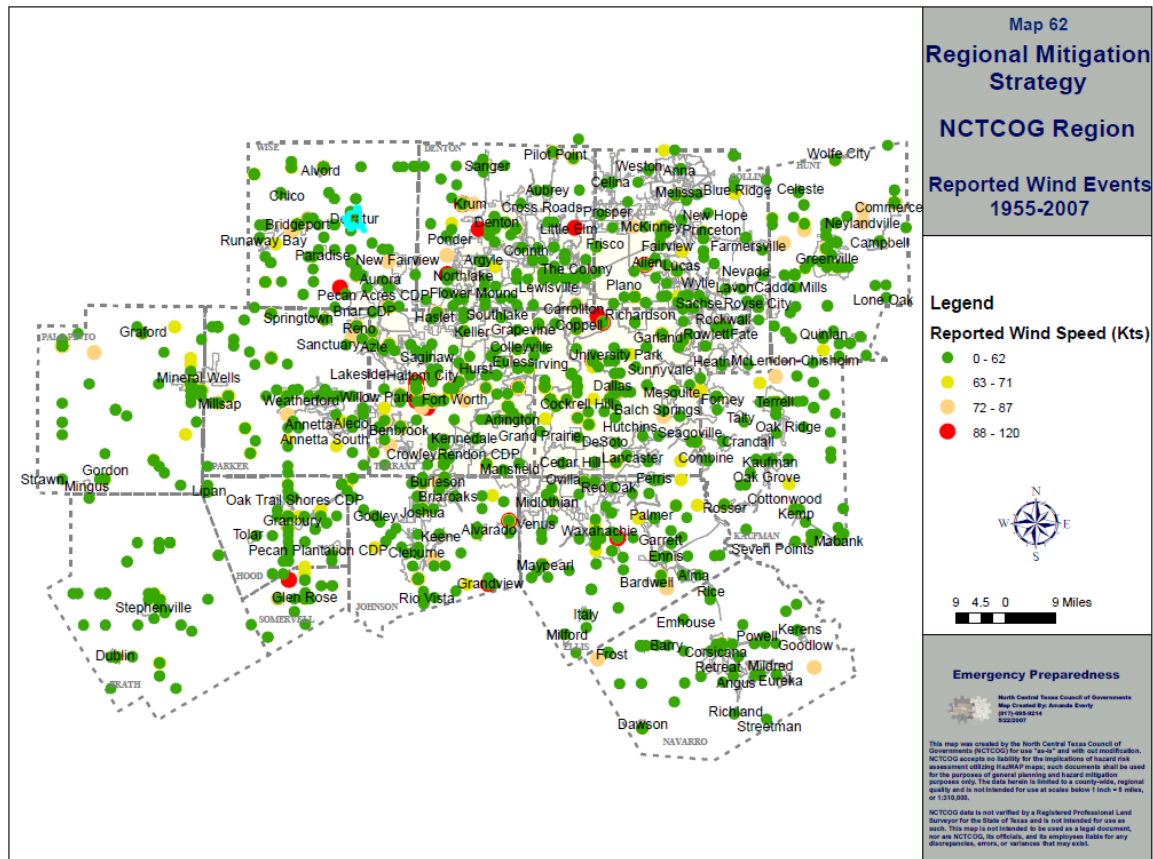
D. Winter Storm

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.
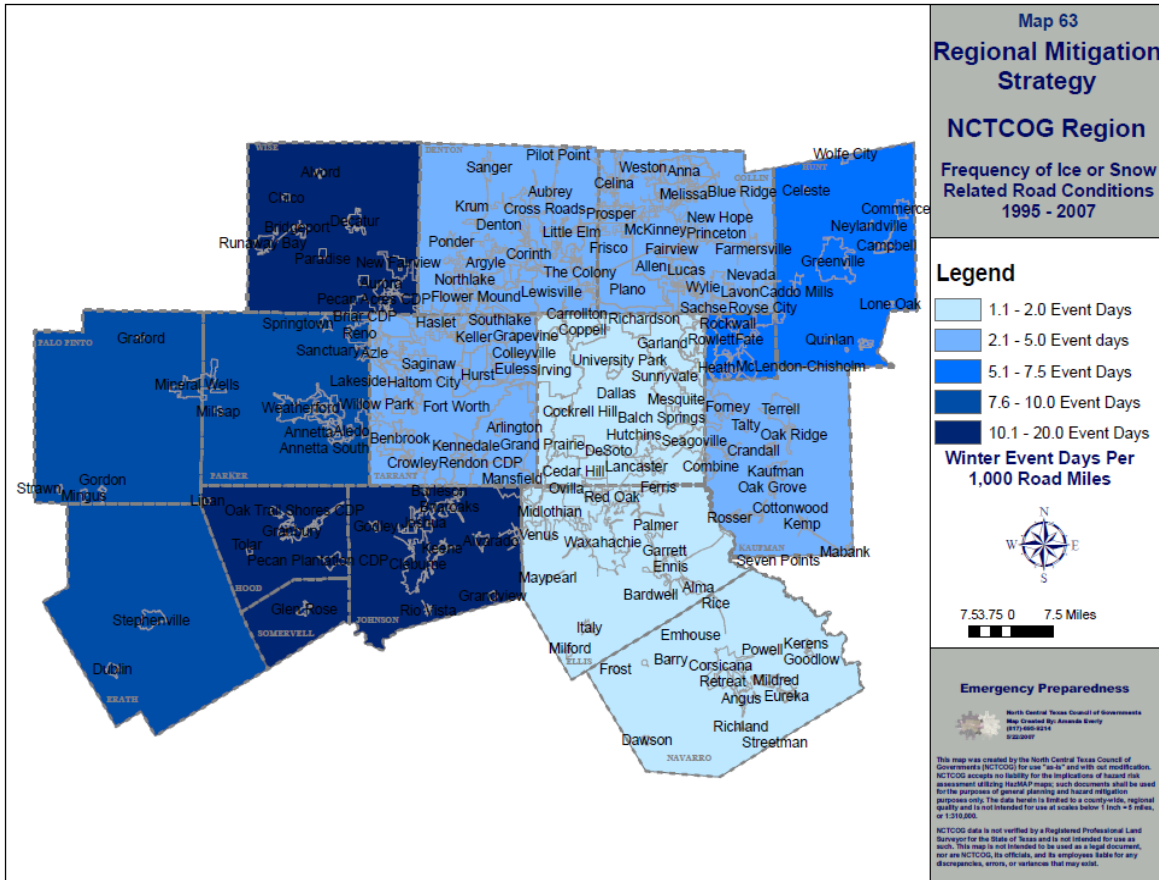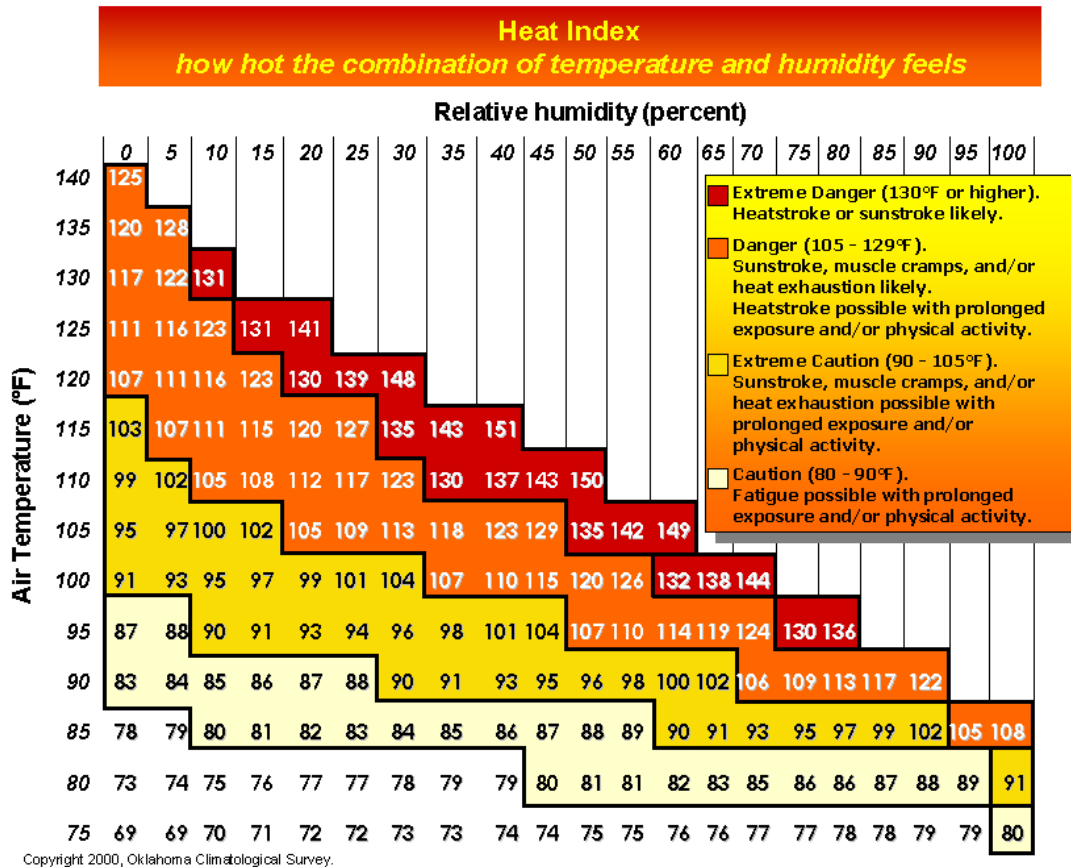
E. Summer Heat

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.

North Central Texas Area Agency on Aging

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.

Heat Index
how hot the combination of temperature and humidity feels

Relative humidity (percent)

Air Temperature (°F)	0	5	10	15	20	25	30	35	40	45	50	55	60	65	70	75	80	85	90	95	100
140	125																				
135	120	128																			
130	117	122	131																		
125	111	116	123	131	141																
120	107	111	116	123	130	139	148														
115	103	107	111	115	120	127	135	143	151												
110	99	102	105	108	112	117	123	130	137	143	150										
105	95	97	100	102	105	109	113	118	123	129	135	142	149								
100	91	93	95	97	99	101	104	107	110	115	120	126	132	138	144						
95	87	88	90	91	93	94	96	98	101	104	107	110	114	119	124	130	136				
90	83	84	85	86	87	88	90	91	93	95	96	98	100	102	106	109	113	117	122		
85	78	79	80	81	82	83	84	85	86	87	88	89	90	91	93	95	97	99	102	105	108
80	73	74	75	76	77	77	78	79	79	80	81	81	82	83	85	86	86	87	88	89	91
75	69	69	70	71	72	72	73	73	74	74	75	75	76	76	77	77	78	78	79	79	80

Extreme Danger (130°F or higher). Heatstroke or sunstroke likely.

Danger (105 - 129°F). Sunstroke, muscle cramps, and/or heat exhaustion likely. Heatstroke possible with prolonged exposure and/or physical activity.

Extreme Caution (90 - 105°F). Sunstroke, muscle cramps, and/or heat exhaustion possible with prolonged exposure and/or physical activity.

Caution (80 - 90°F). Fatigue possible with prolonged exposure and/or physical activity.

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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.
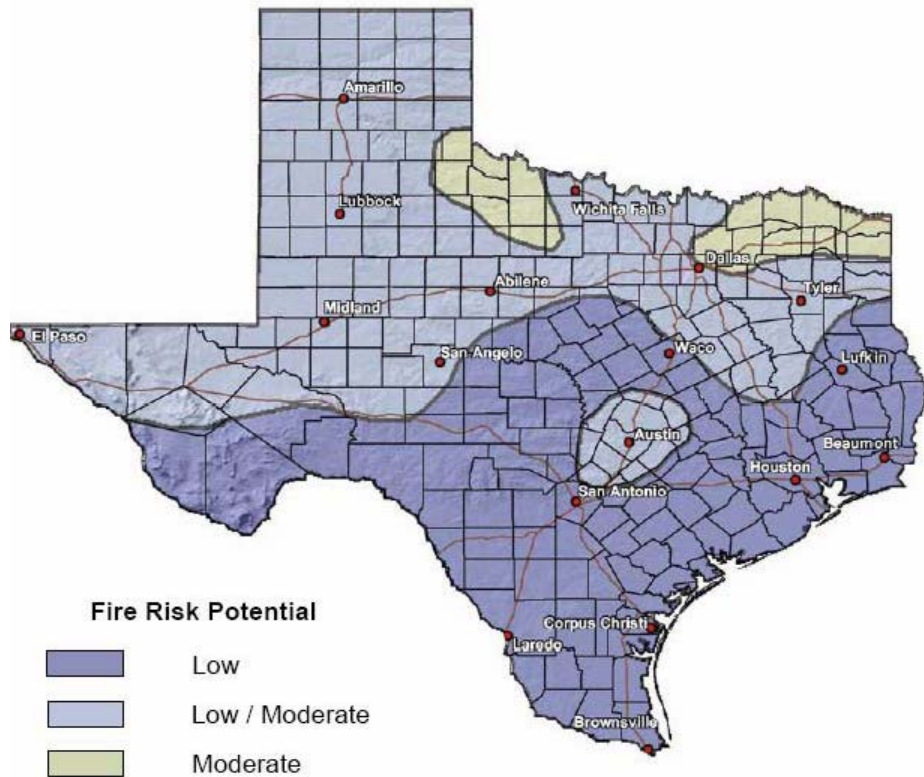
100 and 500 Year FEMA Flood Zones
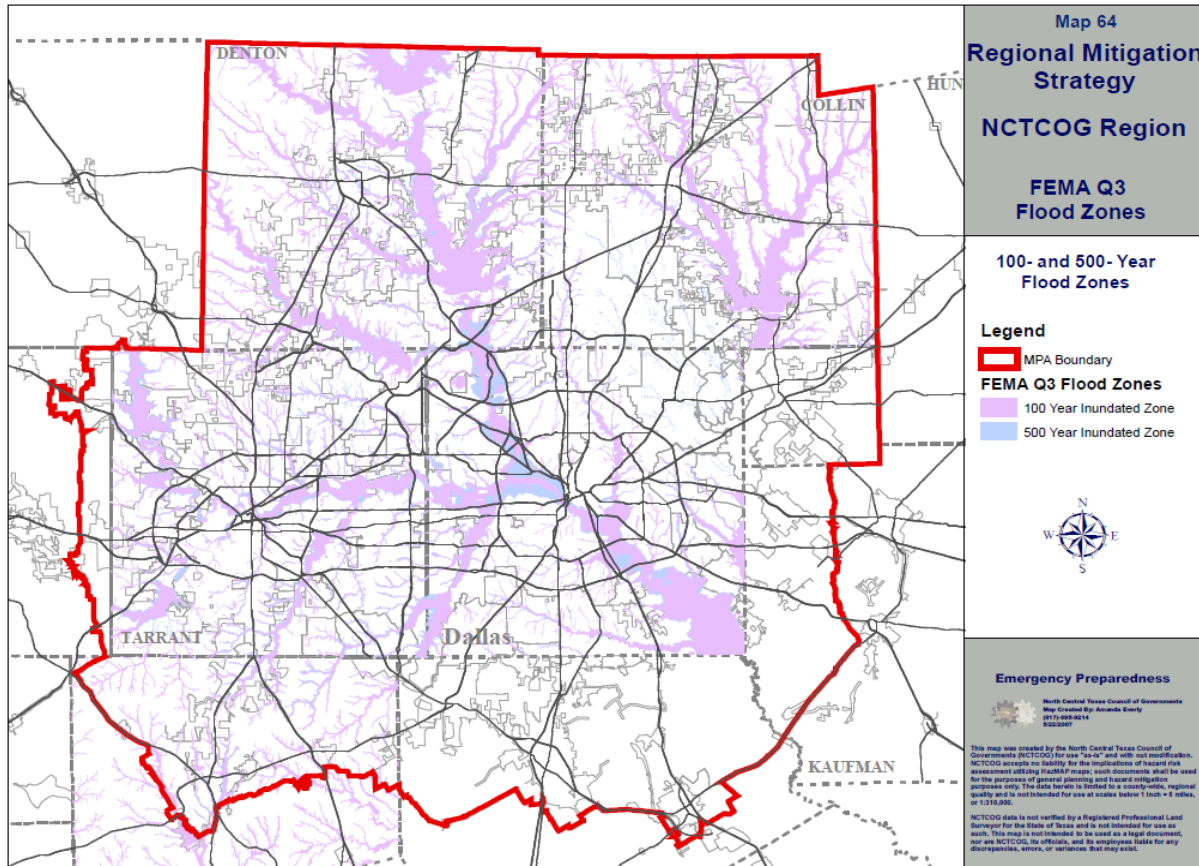
G. Wildland Fire

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.

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Texas Fire Risk Potential 2003

Fire Risk Potential

- Low
- Low / Moderate
- Moderate

Wildland Fire Risk Potential Scale

Wildland Fire Risk Potential	
Category	Description
Low	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.
Low / Moderate	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.
Moderate	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 of most fires that occur can be expected to remain within local resource capability, though some fires may require multiple resources.

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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.

10 and 50 Miles Emergency Planning Zones for Comanche Peak Nuclear Power Plant
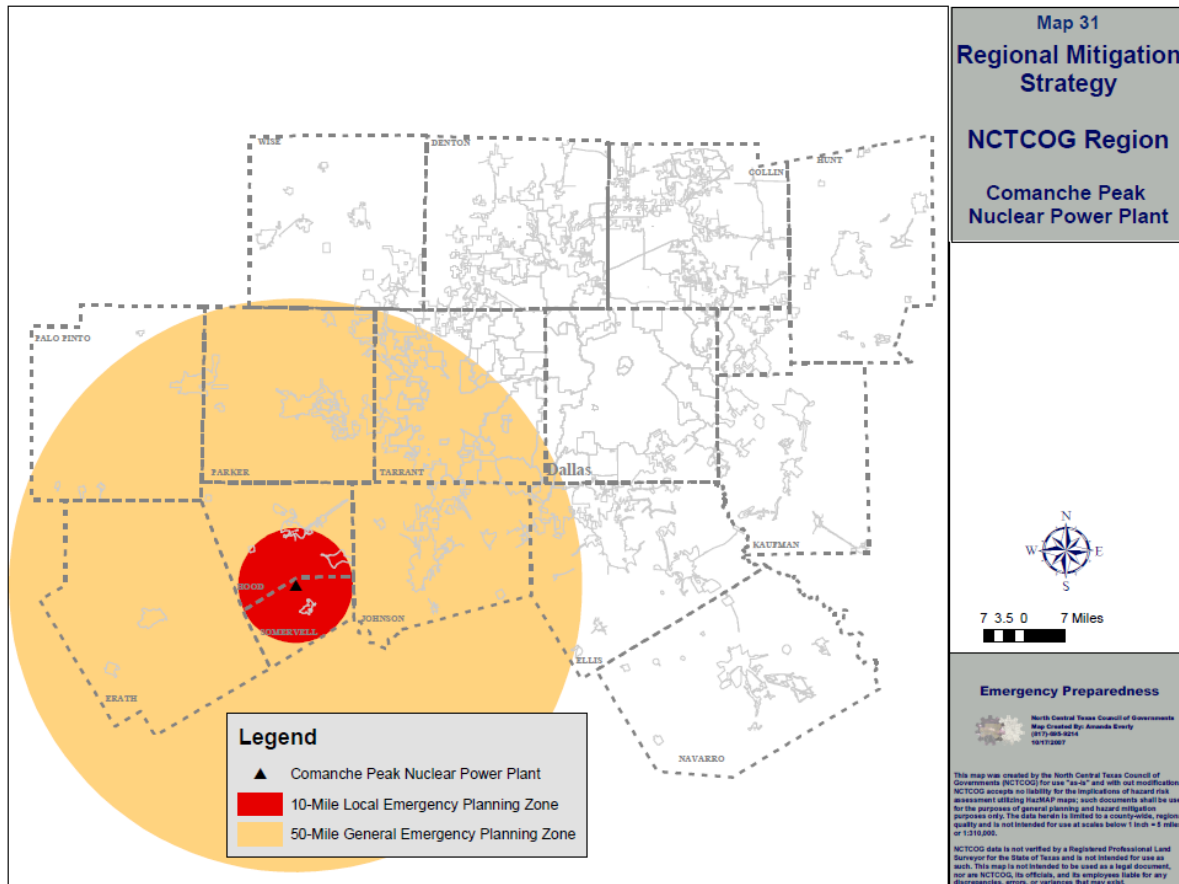
VI. Plan Development and Maintenance

The NCTAAA will continue to develop and review this plan. An annual review of the plan will be conducted by the Aging Programs Coordinator. The Manager of 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.   <u>AUTHENTICATION</u>

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   Effective Date

_____   _____
Fred Keithley, Director Department of Community Services   Date
and Public Safety Communications

_____   _____
Doni Van Ryswyk , Manager Aging Programs   Date

U.S. Census FIPS Code	County Name	Area Agency on Aging (AAA)	Total Population 60 +	Anglo	Black	Hispanic	Other	Total Minority	Percent Minority	Number in Poverty	Percent in Poverty	Percent Share of Statewide Population 60+	Percent Share of Statewide Minority Population 60 +	Percent Share of Statewide Poverty Population 60 +
85	Collin County	North Central Texas	97,913	79,650	3,078	5,491	9,694	18,263	18.65%	6,952	7.10%	2.58%	1.38%	1.48%
121	Denton County	North Central Texas	71,088	58,500	2,442	4,993	5,153	12,588	17.71%	5,047	7.10%	1.88%	0.95%	1.08%
139	Ellis County	North Central Texas	23,143	18,601	1,816	2,467	259	4,542	19.63%	2,407	10.40%	0.61%	0.34%	0.51%
143	Erath County	North Central Texas	6,387	5,902	19	395	71	485	7.59%	498	7.80%	0.17%	0.04%	0.11%
221	Hood County	North Central Texas	16,548	16,056	28	328	136	492	2.97%	1,225	7.40%	0.44%	0.04%	0.26%
231	Hunt County	North Central Texas	16,263	14,283	1,111	631	238	1,980	12.17%	1,903	11.70%	0.43%	0.15%	0.41%
251	Johnson County	North Central Texas	27,614	24,559	570	1,963	522	3,055	11.06%	3,010	10.90%	0.73%	0.23%	0.64%
257	Kaufman County	North Central Texas	18,132	15,308	1,564	1,042	218	2,824	15.57%	2,140	11.80%	0.48%	0.21%	0.46%
349	Navarro County	North Central Texas	10,023	7,882	1,277	775	89	2,141	21.36%	1,493	14.90%	0.26%	0.16%	0.32%
363	Palo Pinto County	North Central Texas	7,017	6,283	154	483	97	734	10.46%	828	11.80%	0.19%	0.06%	0.18%
367	Parker County	North Central Texas	21,330	19,815	207	969	339	1,515	7.10%	2,048	9.60%	0.56%	0.11%	0.44%
397	Rockwall County	North Central Texas	14,850	13,490	301	784	275	1,360	9.16%	609	4.10%	0.39%	0.10%	0.13%
425	Somervell County	North Central Texas	1,794	1,684	3	96	11	110	6.13%	163	9.10%	0.05%	0.01%	0.03%
497	Wise County	North Central Texas	11,178	10,437	48	553	140	741	6.63%	1,185	10.60%	0.30%	0.06%	0.25%

North Central Texas Area Agency on Aging

Job Action Sheet   NCTAAA

Logistics / Planning (Manager of Aging Programs)	
Name	
Date	
Site	
Shift	
Report To	**Director of Community Services & Public Safety**

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

- Consult with incident Commander/ Aging Programs Coordinator, NCTCOG Director of Emergency Preparedness, Director of Community Services, 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

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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 Director of Community Services, DADS
- Prepare and submit final reports
- Evaluate effectiveness of response

North Central Texas Area Agency on Aging

Job Action Sheet   NCTAAA

Incident Commander	(Aging Programs Coordinator)
Name	
Date	
Site	
Shift	
Report To	**Manager of Aging Programs**

Role: Under the direction of the Logistics Commander/ Manager of 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, 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

- 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

Job Action Sheet   NCTAAA

Operations	(Benefits Counselor)
Name	
Date	
Site	
Shift	
Report To	**Logistics / Incident Commander, Manager of Aging Programs & Aging Programs Coordinator**

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

- 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

North Central Texas Area Agency on Aging

Job Action Sheet   NCTAAA

Operations (Ombudsman)	
Name	
Date	
Site	
Shift	
Report To	**Logistics / Incident Commander, Manager of Aging Programs & Aging Programs Coordinator**

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:
  - Number of residents requiring assistance that will be in-coming to region or evacuated to region
  - How residents will be tracked during evacuation/relocation
  - If assistance needed in locating appropriate emergency sheltering for residents
  - Transferring of medical records and Trust Funds
  - 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

North Central Texas Area Agency on Aging

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

North Central Texas Area Agency on Aging

Job Action Sheet   NCTAAA

Operations (Case Manager/Contract Case Manager)	
Name	
Date	
Site	
Shift	
Report To	**Logistics / Incident Commander, Manager of Aging Programs & Aging Programs Coordinator**

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/Manager of Aging Programs.
- 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/Manager of 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
- A debrief of parties involved.

North Central Texas Area Agency on Aging

Job Action Sheet   NCTAAA

Administration/Finance (Administrative Assistant(s)) (Ombudsman)	
Name	
Date	
Site	
Shift	
Report To	**Logistics / Incident Commander, Manager of Aging Programs & Aging Programs Coordinator**

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.

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/Manager of 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/Manager of Aging Programs.
- Contact for Ombudsman volunteers.

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.

North Central Texas Area Agency on Aging

Job Action Sheet   NCTAAA

Administration/Finance	(Administrative Assistant(s))
Name	
Date	
Site	
Shift	
Report To	**Logistics / Incident Commander, Manager of Aging Programs & Aging Programs Coordinator**

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.

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.

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.

North Central Texas Area Agency on Aging

Job Action Sheet   NCTAAA

Administration/Finance (Senior Accountant)	
Name	
Date	
Site	
Shift	
Report To	**Logistics / Incident Commander, Manager of Aging Programs & Aging Programs Coordinator**

Role: To determine availability of funds from current budget. Coordinate expenditures in excess of $200 per clients with Incident Commander and Logistics Commander/ Manager of 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

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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/ Manager of Aging Programs
- Insure payment is made for all services

North Central Texas Area Agency on Aging

Job Action Sheet   NCTAAA

Administration/PIO (NCTCOG Office of Public Affairs)	
Name	
Date	
Site	
Shift	
Report To	**Logistics / Incident Commander, Manager of Aging Programs & Aging Programs Coordinator**

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

North Central Texas Area Agency on Aging

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

North Central Texas Area Agency on Aging

North Central Texas Area Agency on Aging