

 <p>COMMONWEALTH OF PENNSYLVANIA DEPARTMENT OF AGING Harrisburg, PA. 17101</p>	PENNSYLVANIA DEPARTMENT OF AGING	
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AGING PROGRAM DIRECTIVE

SUBJECT: DEPARTMENT OF AGING ENERGY EMERGENCY RESPONSE PLAN

TO: CHAIRPERSONS, NON-PROFIT AAA GOVERNING BOARDS
COUNTY COMMISSIONERS

COPIES FOR: EXECUTIVE STAFF
AREA AGENCIES ON AGING
PA COUNCIL ON AGING
ADMINISTRATION ON AGING

FROM: _____

PURPOSE AND SCOPE: The purpose of this directive is (1) to provide the aging network with the Department of Aging's updated Energy Emergency Response Plan; (2) to require AAAs to update and submit their own Energy Emergency Response Plans, and (3) to issue an advisory to AAAs on possible actions to consider in severe cold and weather-related emergencies. This APD replaces APD #91-29-05.

BACKGROUND: In response to world events that took place in the early '90's, Commonwealth agencies were requested to review their responsibilities and consider the implications of an energy emergency. Accordingly, the Department developed an Energy Emergency Response Plan and issued APD# 91-29-01, which required AAAs to develop and submit their own Energy Emergency Response Plans.

With reports of potentially higher energy costs and scarcer natural resources this winter, the Governor's Energy Task Force was recently formed.

The purpose of this Task Force is to make recommendations to the Governor to help Pennsylvania families and employers better prepare for possible cold weather and the increasing demands on energy resources this coming winter. To help Pennsylvanians prepare, the Task Force is placing information dealing with energy onto one website at www.PAenergy.state.pa.us. As part of the activities of this Task Force, and as a precautionary measure to assist the aging network in preparing, the Department has decided to update its Energy Emergency Response Plan and to require AAAs to update their Plans as well.

Cold weather can of course influence energy supplies. Rising energy costs and the potential for shortages present challenges to human service providers, but winter weather can make these challenges even more serious. Additionally, severe cold and storms can present a separate set of difficulties to older consumers and the aging network. This is especially so in light of the Commonwealth's efforts over the past several years to meet the needs of frail, older persons in their own homes. The Department has therefore included in this APD some advisory statements on actions AAAs should consider in preparing for cold and weather-related emergencies (Attachment III).

CONTENT:

Each AAA is required to submit an updated Energy Emergency Response Plan to the Department of Aging by December 20, 2000. In order to assist AAAs in updating their Plans, the Department is reissuing its own Plan (Attachment I). The attached Plan is intentionally broad and is to serve as a format guide for AAAs in updating their Plans. Updated Plans should not exceed five single-spaced pages and must be submitted under the signature of the AAA Director. The Update should be coordinated with the County Emergency Planning Agency.

As a starting point, we suggest AAAs consider the impacts that an energy emergency would have on service access, operational costs and the personal safety of older consumers. Additionally, we urge AAAs to consider the three stages of an energy emergency (Attachment I) and to develop action steps appropriate for each stage. The action steps should include the identification of a AAA energy coordinator for contact with the Department. The Department is also reissuing a summary of earlier AAA energy plans to assist AAAs in this activity (Attachment II).

As implementation will involve many aspects of government, we encourage AAAs to maintain continued

contact with their County Emergency Management Agency to ensure continued involvement of that agency in future AAA planning efforts.

One copy of the AAA Energy Emergency Response Plan Update is to be submitted to Robert McNamara, Chief, Planning and Research Division, Pennsylvania Department of Aging, 555 Walnut Street, Harrisburg, PA 17101-1919, by December 20, 2000.

Questions regarding this APD should be directed to Carol Skowronski at telephone number (717)783-6207.

ATTACHMENT I

PDA ENERGY EMERGENCY PLAN UPDATE

Fall, 2000

INTRODUCTION

This Energy Emergency Plan Update has been developed by the Department of Aging to help protect the interests of older Pennsylvanians during an energy emergency. The Plan will coordinate the efforts of the Department of Aging and Area Agencies on Aging with those of the County Emergency Management Agency and other State agencies in providing a unified response consistent with the overall relief effort.

BACKGROUND

Three stages of an energy emergency were originally issued by the Department in APD #91-29-01 and updated in APD# 91-29-05. This updated PDA Plan continues to use those three stages as a format for its Energy Plan. The Department's network of county-based Area Agencies on Aging (AAAs) have been encouraged to use a similar format in developing their own plan updates.

STAGE I

Mild Energy Emergency - A situation when most or all of the following conditions exist:

- An actual shortfall of an energy resource has occurred for an extended duration.
- Needs of "Priority Users" are being met.
- Most needs of non-priority users are being met.
- Some demand reduction measures could absorb the impact of the shortage; coping measures are not necessary.

**Priority users means user of energy in any one of the following categories:

- Emergency services
- Public Utility services
- Water supply or transportation services
- Agricultural production
- Public transportation
- Truck transportation

Actions -- General

Actions in this situation involve continued monitoring, education and communication by the Department of Aging, along with calls for voluntary conservation. The Department will advise and prepare AAAs for possible worsening of the situation.

Actions -- Specific

The Department will:

- Notify AAAs of emergency status and advise implementation of stage I plans;
- Develop and disseminate educational materials on conservation and emphasize conservation in newsletters and in other appropriate ways;
- Consider training on conservation techniques;
- Consider implementing administrative policies to reduce staff travel;
- Collect information from AAAs on energy conditions to track geographic variances.

STAGE II

Moderate energy shortage - A situation when most or all of the following conditions exist:

- An actual shortfall of an energy resource has occurred for an extended duration.
- Contiguous states may be taking action and/or the federal government may delegate authority to the states for action.
- Most prime suppliers are allocating energy resources.
- Most needs of most "Priority users" are being met.
- Non-priority users are experiencing problems.
- Energy resource shortages begin impacting on businesses.
- General public demand is being impacted; coping mechanisms may be required.

Actions-General

The Department of Aging's designated energy management personnel will undertake a concerted effort to address the impact of the moderate shortage on critical aging services and provide information to the Governor's Office on the effects of the shortage on older citizens.

Actions in this situation will also involve mandatory conservation measures for state agencies and calls for voluntary

conservation actions by the private sector. The Department of Aging will cooperate with these efforts, which may include mandatory ride sharing, use of public transportation by employees and adjusting work hours if necessary.

Actions-Specific

The Department of Aging will:

- Notify AAAs of the emergency status and advise implementation of their stage 2 plans;
- Comply with all Commonwealth Directives concerning mandatory energy efficiency measures prescribed for Commonwealth agencies and employees;
- Intensify public education efforts and institute a series of telephone conference calls with AAA energy coordinators for the purpose of information sharing and problem solving;
- Adjust requirements for periodic reports from AAAs as necessary to respond to the informational needs of appropriate agencies;
- Strongly encourage AAAs to reduce or curtail all non-essential services and rebudget funds for activities directed toward the energy emergency; e.g., establishing weatherization program and telephone reassurance activities to monitor the safety of at-risk older persons.

STAGE III

Severe energy emergency - A situation when most or all of the following conditions exist:

- A major disruption has occurred in the energy markets with a significant shortfall of energy resources.
- Contiguous states may be allocating energy resources and/or the federal government may institute an allocation program and delegate authority to the states for action.
- Most prime suppliers are allocating energy resources.
- Market cannot meet the needs of most "Priority users."
- Businesses are closing.
- General public may be experiencing serious problems in obtaining supply; mandatory coping and emergency measures may be required.

Actions-General

The Department's energy response personnel will maintain contacts with local and state agencies in efforts to coordinate distribution to areas where older people are most in need. Continued local assessments will be reported to the Department's Emergency Preparedness Liaison Officer to ensure that the needs of older people during an energy emergency receive attention from the highest levels of state government.

Actions in this situation may also involve the implementation of a set-aside program and mandatory conservation measures for both the public and private sectors.

Actions-Specific

The Department of Aging will:

- Inform AAAs of the emergency status and advise them to implement their stage 3 plans;
- Intensify public education efforts and maintain at least weekly contact with each AAA energy coordinator for the purposes of problem solving; facilitate coordination with appropriate state and local agencies, and obtain information to respond to the needs of PEMA;
- Institute a policy for liberally granting waivers to normal procedural requirements when AAAs can demonstrate that the waiver will enhance energy conservation and increase the safety of at-risk older persons - and advocate for exceptions to federal and state regulatory requirements as necessary to achieve this purpose.
- Continue to aggressively comply with mandatory energy efficiency measure prescribed for state agencies and employees, including sharply curtailing travel, requiring car pools, and adjusting work hours as deemed appropriate.

ATTACHMENT II

SUMMARY OF AAA ENERGY EMERGENCY PLANS
(Submitted January 1991)

In order to assist Area Agencies on Aging with updating their energy plans, the Department is sharing the following excerpts of individual AAA energy plans with the aging network. While these excerpts are listed in summary form and do not necessarily represent state requirements or a complete list of possibilities, they do represent activities outlined in various AAA energy emergency plans received under APD# 91-29-01.

AAAs may incorporate into their plans ideas from this list. We encourage AAAs to review their energy plans along with the following summary list and make updates as appropriate.

Stage I

- Coordinate activities as necessary with each County Emergency Management Agency.
- Send prepared information directly to home delivered meal recipients and explain the possibility for weekly or bulk food delivery.
- Prioritize usage of the AAA vehicles based on essential and non-essential service needs.
- Identify and list essential and non-essential services.
- Identify the most at-risk consumers through the care management component.
- Inform senior centers of their potential use as emergency shelters for at-risk older persons.
- Institute practices designed to minimize staff travel and meetings, which would require others to travel.
- Limit training sessions.
- Request voluntary energy conservation from consumers and staff.
- Encourage staff car-pooling.
- Review care plans for consumers who have been reassessed for services by telephone.
- Minimize center staff meetings, advisory council meetings and conduct only those meetings necessary for AAA operations.

- Schedule Options services geographically to minimize travel.
- Consolidate trips by centrally scheduling care management visits.
- Establish an energy emergency priority list by determining which services would be most needed in life-sustaining situations. List remaining services by descending order of importance for cuts in an energy emergency.
- Allow flexibility in staff work schedules by providing at-home workdays.
- Train center managers to handle energy emergencies.
- Monitor transportation budget for impact of fuel increase on consumers and subcontractors.
- Designate staff person who will be responsible for developing and implementing an energy emergency volunteer system.

Stage II

- Reduce senior center operating hours and utilize food inventories on hand for the congregate dining program with modified menus developed by the AAA nutrition supervisor.
- Close senior center satellite locations and redirect funds.
- Intensify care management efforts to monitor the safety of at-risk older persons.
- Eliminate all non-essential service related to staff travel.
- Reassign staff responsibilities as necessary to ensure the safety of the identified at-risk older persons.
- Intensify public relations efforts.
- Rebudget funds for activities directed toward the energy emergency.
- Upgrade current telephone reassurance services with the Retired Senior Volunteer Program (RSVP) to monitor at-risk older persons.
- Coordinate weatherization efforts with those agencies involved in AAAs coordinated human service system.
- Reduce demand responsive transportation services to only essential medical appointments. Compile a priority list of those consumers and deliver to the county's transportation coordinator. Exceptions must receive AAA approval.

- Conduct in-home visits on a priority basis.
- Reduce or curtail all non-essential services as necessary.
- Coordinate pharmacy delivery of medications.
- Prepare recommendations for amending transportation policy to meet emergency needs.
- Solicit civic organizations to provide emergency meals for any needy consumer.
- Establish telephone reassurance for consumers at risk of nursing home placement.
- Together with priority service providers, devise a means to coordinate consumer monitoring in an emergency situation.

Stage III

- Maintain at least weekly contact with County Emergency Management Agencies.
- Close senior citizen centers not identified as emergency shelters as determined by the County Emergency Management Agencies.
- Eliminate the provision of non-essential services and reassign those staff to perform essential services to high priority individuals to ensure their safety.
- Reassign AAA vehicles to transport bulk food and frozen meals to the most rural parts of the PSA.
- Reduce number of days employees are at worksite by closing offices and programs several days per week.
- Aggressively comply with all energy conservation measures previously instituted.
- Consider a plan to shift AAA office functions to an at home base of operations.
- Make cuts in service levels according to pre-established priorities.
- Institute mandatory ride sharing for all AAA staff.
- Designate AAA staff to work with emergency service agencies.
- Coordinate services with Red Cross and offer senior centers for use as soup kitchens or temporary shelters for all ages.

- Discontinue meal runs and close centers as situation demands.
- Discontinue all trips for purposes other than those certified as medical/emergency status.
- Monitor sub-contractor and other priority user fuel allotments.
- Coordinate with fire, police, ambulance and other priority user groups for transportation of elderly in life-threatening situations.
- Coordinate AAA volunteer system with Red Cross and Emergency Management efforts.
- Establish call-in program where consumers can call number with grocery lists and volunteers will shop for and deliver food and needed supplies in local neighborhoods.
- Integrate Red Cross resources into AAA service delivery.

ATTACHMENT III
SEVERE COLD AND WEATHER RELATED EMERGENCIES:
ITEMS TO BE CONSIDERED

As recently as 1994 and again in 1996, Pennsylvania experienced severe cold and weather-related emergencies that had a serious impact on older Pennsylvanians and the AAA service system. In 1994 the Department of Aging issued AIM #94-22-03, "Lessons Learned From the January 1994 Power Outage and Weather Emergencies" and in 1998 took part in a PEMA-administered "Ice Storm Exercise." The following list, which has been derived from those experiences, will assist AAAs in planning for services in the coming winter months.

The Department acknowledges that many AAAs have already put in place extensive procedures designed to ensure the safety of older consumers during severe weather. The following list is being shared to assist AAAs that may not have adopted such mechanisms, and to provide additional ideas to AAAs who already have.

Items to be Considered

- Emergencies cannot always be predicted and may happen on holidays and weekends.
- AAAs may want to explore the possibility of directing care managers to keep lists of at-risk consumers and their phone numbers at the care manager's home.
- Hard copy phone lists need to be maintained -- computer records may be inaccessible during a power outage.
- AAA Directors may want to maintain lists of home phone numbers for key staff and providers -- at their own home.
- It is always useful for AAA staff and directors to have well established working relationships with local PEMA staff prior to an emergency.
- Emergency nonperishable food supplies should be delivered to people receiving home delivered meals if more bad weather is predicted.
- The availability of four-wheel drive vehicles can be very important during weather-related emergencies. AAAs may consider developing lists of volunteers with four-wheel drives who would be willing to assist with serving older consumers.
- Additional thought may need to be given to personnel policies which are needed to cover emergency situations.
- Prior to cold and severe weather conditions, AAAs should consider including information on hypothermia and other safety issues as part of newsletters and ongoing contacts with consumers.
- To assist coordination efforts, designate AAA staff as contact person to work with the Department.

