



DIVISION OF SENIOR & ADULT SERVICES (DSAS)

Contingency Plan-Closure of DSAS Agency Office

Policy- Administrator's Office-015
Effective October 30, 2014
Rev March 1, 2015
Rev July 2, 2015
Rev January 29, 2016
Rev July 20, 2016
Rev December 2, 2016
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PURPOSE & SCOPE

To ensure that procedures are in place to serve clients and complete agency operations when DSAS operations are suspended due to weather or other wide-scale emergency.

POLICY

Appropriate steps will be taken to ensure that clients will be served when DSAS operations are suspended due to an emergency. Staff will follow all steps of this protocol to provide services to clients, conduct APS investigations, and conduct agency operations. DSAS staff who have a County-issued mobile device are mandated to register with Ready Notify for that device. DSAS staff without a County-issued mobile device are strongly encouraged to register with the Ready Notify System, which will inform employees when County Offices and the DSAS Agency Office are closed: <http://readynotify.cuyahogacounty.us> Employees must choose "DSAS" as their agency of employment. Employees who fail to register with Ready Notify are responsible for adhering to all requirements of this policy.

DSAS will fully cooperate with Cuyahoga County Emergency Management, WRAAA, ODA, and other state, federal or local officials to assess the extent of a disaster impact upon persons aged 60 years or older. As needed, Agency staff will coordinate with public and private resources in the field of aging to assist older disaster victims, whenever the President of the United States declares that the service area is a disaster area.

PROCEDURE

- I. The Emergency Plan binder will be maintained by the DSAS Administrative Officer and will be kept in the DSAS Administrator's Conference room located on the 3rd floor of the DSAS Administrative Offices at 13815 Kinsman Road, Cleveland, OH 44120. It will also be stored electronically on the DSAS shared drive. The plan will include:
 - A. Emergency closing information for contracted senior centers
 - B. DSAS Statistical reports
 - C. DSAS staff phone directory (work and home telephone numbers)
 - D. WRAAA resource guide
 - E. Listing of housing shelters
 - F. Street guide
 - G. Hospitals and ER information
 - H. Police information (precincts and phone numbers)
 - I. Emergency binder
 - J. Centralized Intake Resource Guide

- II. The Emergency Kits will be distributed to the on-call supervisor. It will also be stored electronically on the DSAS shared drive. The kits will include:
 - A. Emergency closing information for contracted senior centers
 - B. DSAS staff phone directory (home telephone numbers for the DSAS Leadership Team)
 - C. WRAAA resource guide
 - D. Listing of housing shelters
 - E. Street guide
 - F. Hospitals and ER information
 - G. Police information (precincts and phone numbers)
 - H. Emergency binder
 - I. Centralized Intake Resource Guide
 - J. On-Call DSAS phone (* rotates weekly)

- III. Closure of Cuyahoga County offices
 - A. Essential personnel will be expected to perform essential duties unless otherwise indicated by Cuyahoga County Executive's Office, stating the staff should not attempt to travel. If travel is not recommended due to weather conditions, critical care clients will be notified via phone and directed to contact 911 in case of an emergency. Essential personnel include:
 - 1. The DSAS Administrator
 - 2. The DSAS Executive Officer
 - 3. The DSAS Deputy Administrators (Clinical and Community programs)
 - 4. The DSAS Administrative Officer
 - 5. Centralized Intake Staff
 - 6. Home Support Schedulers
 - 7. Director of Nursing
 - 8. Nursing staff needed to serve critical care clients (if travel permits)

 - B. In the event of an emergency that closes the DSAS Agency Office, the DSAS Administrative Officer will utilize Ready Notify to alert DSAS staff that the DSAS Agency Office is closed and will provide additional instructions for essential staff on where to report.
 - 1. A phone log will be maintained as a back-up for the Ready Notify System
 - 2. All supervisors are required to maintain a list of their employee's home and/or cell phone numbers at a location off-site from the DSAS Agency Office to ensure that further instructions can be provided when appropriate.

 - C. The DSAS Centralized Intake Unit Supervisor is responsible for notifying DCFS prior to the Administrative Officer transferring the line to (216) 696-KIDS, and Centralized Intake Unit Supervisor will manually transfer the Centralized Intake Line by utilizing the manual rollover procedure. County ISC will be contacted if any issues arise during the manual transfer (216) 443-8007 (See Appendix A)

 - D. Schedulers will be responsible for notifying Home Support staff about critical care clients that must be seen that day and will be required to maintain weekly hard copies of staff schedules.
 - 1. DSAS has assigned two laptops to schedulers to access the scheduling system in the cloud-based DSAS Case Management system
 - 2. These laptops will be equipped with VPN tokens, which will allow staff to log onto the ODJFS or AT&T network to access PeerPlace outside of the DSAS main offices.
 - 3. Should multiple aides or nurses be unable to work the Schedulers and DON/ADON will prioritize which clients will be seen.
 - 4. If staff are not able to reach critical care clients due to travel conditions, those clients must be contacted to determine if EMS needs to be contacted.

- IV. Specific Closure of DSAS Administrative Offices (or issue with accessing PeerPlace Case Management System)
- A. If County Offices are open, but 13815 Kinsman Road is inaccessible due to a power outage or other emergency, Protective Services Staff (216) 443-2141, will only admit, with an escort, the DSAS Administrator, Deputy Administrators, DSAS Administrative Officers, and designated MIS staff, assuming the building is structurally sound.
 - B. In the event of a power outage, the DSAS Administrative Officer will contact Gerard Solomon, Public Works at 216-420-6527 and/or the Mount Pleasant Development Corporation, who will subsequently contact the utility company to verify an outage, and attempt to determine the length of the outage.
 - C. If an outage is confirmed, or the building is otherwise inaccessible, the Centralized Intake Unit Supervisor will manually transfer the Centralized Intake Line by utilizing the manual rollover procedure. County ISC will be contacted if any issues arise during the manual transfer (216) 443-8007 (See Appendix A) and also contact CJFS and DCFS Management that DSAS staff may need to utilize existing workstations in training rooms located in other Health & Human Services buildings. County Emergency Management will also be notified of the outage or building inaccessibility.
 - 1. Designated backups include the DSAS Administrative Program Officer, Manager of the Centralized Intake Unit and APS Supervisors
 - 2. The VOIP Phone Emergency shut-off procedures may be used as a reference guide
 - D. Staff in the building at the time of the power outage or other emergency are required to vacate the 2nd and 3rd floors and assemble on the 1st floor to await further instructions on where to move. Floor captains will assist in this effort.
 - 1. Supervisors should congregate with their staff to take attendance.
 - 2. Management team members will immediately meet to plan next steps, as outlined in appendix B.
 - 3. Staff should take all personal and work items they would need to continue working or go home in case the power does not come back on.
 - 4. Public works should be contacted at 216-348-3800 to see if they have information on how long the power outage is expected to last.
 - 5. If power is not expected to be restored within one hour, non-essential staff who have no scheduled off-site appointments will be dismissed and allowed to return home to await further instructions.
 - E. In the event of an emergency that closes the DSAS Agency Office, the DSAS Administrative Officer will utilize Ready Notify to alert DSAS staff that the DSAS Agency Office is closed and will provide additional instructions for staff on where to report.
 - 1. A phone log (Emergency Contact sheet) will be maintained as a back-up for the Ready Notify System
 - 2. All supervisors are required to maintain a list of their employee's home and/or cell phone numbers at a location off-site from the DSAS Agency Office to ensure that further instructions can be provided when appropriate.
 - F. The DSAS Administrator will be responsible for notifying the HHS Deputy Administrator to confirm space availability at the DCFS Administrative Office located at 3955 Euclid Ave or other HHS sites.
 - 1. Depending on the nature and length of the outage, the Deputy Administrator

- overseeing the Centralized Intake Unit-Community programs (or designee) will review the outage (including anticipated outage time) with the Centralized Intake Unit Supervisor (or designee) and determine if Centralized Intake Unit personnel (including on-call staff, as needed and appropriate) need to be moved to the DCFS Administrative Office, or if DCFS staff will handle calls during the power outage or other emergency.
2. Once a recommendation has been made, the Deputy Administrator (or designee) will immediately notify the DSAS Administrator of the outage/emergency and decision to either temporarily relocate Centralized Intake Unit staff to DCFS or roll calls over to the 696-KIDS hotline. The DSAS Administrator has the right to amend the plan, as needed.
 3. The Deputy Administrator will contact DCFS staff to notify DCFS of the DSAS outage and decision to either relocate Centralized Intake personnel or roll DSAS calls directly to DCFS to respond to calls during the outage or other emergency.
 4. If it is determined that DSAS Centralized Intake Unit staff will be temporarily reassigned to the Jane Edna Hunter Building, the Deputy Administrator will work with DCFS staff to confirm available space to use during the outage or other emergency.
 5. If determined that Centralized Intake Staff must be relocated, the Centralized Intake Unit Supervisor will determine how many and which staff will report to the Jane Edna Hunter Building.
 6. If on-call staff need to be temporarily reassigned to DCFS, the Centralized Intake Unit Supervisor will notify and coordinate with impacted units, supervisors, managers and directors.
- G. Staff who do not have appointments scheduled (including administrative, PCS, HR, MIS, and Financial Services), should remain on call and will be notified within two (2) hours by their supervisor or through Ready Notify regarding the status of the DSAS Administrative Office and be provided additional instructions on where to report.
- H. Staff who have scheduled off-site appointments (including client home visits, audits, meetings and Services events) should make all attempts to attend those appointments.
- I. Schedulers will be responsible for notifying Home Support staff about critical care clients that must be seen that day and will be required to maintain weekly hard copies of staff schedules.
1. DSAS has assigned two laptops to schedulers to access the scheduling system in the cloud-based DSAS Case Management system
 2. These laptops will be equipped with VPN tokens, which will allow staff to log onto the ODJFS or AT&T network to access PeerPlace outside of the DSAS main offices.
 3. Should multiple aides or nurses be unable to work the Schedulers and DON/ADON will prioritize which clients will be seen.
 4. If staff are not able to reach critical care clients due to travel conditions, those clients must be contacted to determine if EMS needs to be contacted.
- J. Should supervisors need certain items to conduct business, they should make sure to bring all of these with them before exiting the building, if the building becomes inaccessible during the work day.
- K. Attempts should be made to contact candidates for open positions who have scheduled testing and/or interviews.
- L. Cuyahoga County Communications Office may be notified at 216-348-4395 so they may send a press release explaining that DSAS's building is closed.
- M. If internet connectivity issues prevent staff from accessing the PeerPlace case management system, the following steps should be followed:

1. The PeerPlace core team will be responsible for contacting state and county MIS to determine the anticipated length of the issue.
2. If the issue is expected to last more than 24 hours, front-line staff should be informed to use their county-issue tablets in the field or in Mt. Pleasant in order to see clients and utilize PeerPlace.
3. Centralized Intake staff will be provided tablets to ensure that the Centralized Intake Line can conduct normal business.
4. Staff who do not have tablets should discuss alternative options with their supervisor, such as working at a local library. Supervisors must get final approval from the designated Deputy Administrator before allowing staff to pursue this option.

- V. Anticipated Wide-Scale Emergency Center Closing (Applies in the event of an anticipated wide-scale emergency (ex: impending weather, wide-scale power failure, etc).
- A. This plan is activated by the DSAS administrator and coordinated with County Emergency Management.
 1. In the absence of the DSAS administrator, this plan is activated by DSAS Executive Officer.
 2. In the absence of the DSAS administrator and the DSAS Executive Officer, this plan can be activated by either DSAS Deputy Administrators.
 - B. The Procurement and Contracting Services (PCS) administrator will direct staff to contact Community Social Services Provider (CSSP) contracted providers and non-contracted community partners to assess their current condition, plans to close, needs, etc. (see PCS-EMR – Worksheet 2).
 1. Task to be completed w/in 60 minutes of assignment.
 2. PCS administrator will distribute findings to:
 - i. DSAS Administrator
 - ii. DSAS Executive Officer
 - iii. Office on Aging administrator
 - iv. Deputy Administrators
 - v. Administrative Operations supervisor
 - vi. Centralized Intake supervisor
 - C. The Deputy Administrator over Community Programs will reach out to WRAAA to determine what they are hearing, what they are planning to do, will meals be served, will they be opened, what resources are available.
 - D. The Deputy Administrator over Clinical Programs will consult with Options administrator and DON to determine potential impact on general clients and critical clients. Home Support and Options will follow individual protocols for responding to potential emergency situations if deemed necessary. (See Section III for additional details)
 1. Contact contracted home delivered meals providers to confirm delivery.
 - E. The Deputy Administrator over Community Programs will consult with the Adult Protective Services Chief to determine potential impact on general clients and critical clients.
 - F. The Deputy Administrator over Information Services will consult with the Information Services Administrator to determine potential impact on general clients and critical clients.
 - G. The Administrative Operations supervisor will confer with the DSAS landlord and County Protective Services for updates as to their plans.

- H. The Office on Aging Administrator will work with the QA supervisor to pull numbers related to potential client impact as well as collect data needed for specific requests from the Cuyahoga County Executive's Office.
 - 1. All official information released will be issued by the DSAS administrator unless specifically authorized.
 - 2. Education materials will be provided through the DSAS website.
 - I. DSAS Emergency Response team 1 (See Appendix B) will convene one hour after this plan is activated. Additional meetings will be set at the conclusion of each meeting until the emergency ends.
 - J. The DSAS Administrator will create an executive summary of what has transpired for submission to the County Director of Health and Human Services.
 - K. Post Emergency Plan:
 - 1. Contact home delivered meals who delivered shelf stable meals to confirm replacement of meals
- VI. General Emergency Center Closing (Applies in the event an individual contracted senior center needs to close. This action is initiated by the senior center.)
- A. Senior Centers should call main DSAS number (216.420.6750). Receptionist will have a template which will assist them in guiding calls to appropriate staff.
 - B. Call taker should send e-mail stating Center, caller, reason for closing, target re-open date. Email should be sent to:
 - 1. DSAS administrator
 - 2. DSAS Executive Officer
 - 3. Office on Aging administrator
 - 4. Deputy Administrators
 - 5. PCS administrator
 - 6. CSSP supervisor
 - 7. Contract supervisor
 - 8. Centralized Intake supervisor
 - C. PCS administrator responsible for contacting center to see if additional supports are needed. The back-ups for this responsibility are (in order):
 - 1. CSSP supervisor
 - 2. Contract supervisor
 - D. PCS administrator and Office on Aging (OAA) administrator discuss additional supports needed and make recommendation for appropriate supports to DSAS administrator.
 - 1. In the event the PCS or OAA Administrator are unavailable, either one can proceed in the other's absence OR a Deputy Administrator can act in their stead.
 - 2. In the event the DSAS administrator is unavailable, the PCS & OAA administrator (or Deputy Administrator alternated) can give final approval.
 - 3. If dollars other than what are currently contracted are to be used, the Fiscal Administrator must be consulted prior to the recommendation being made to the DSAS administrator.
- VII. County Emergency Plan Activation (Applies to an incident that requires Cuyahoga County to activate its Emergency Operations Plan through the Emergency Operations Center (ex: 9/11 incident, Perry Nuclear Power Plant incident, major blackout)
- A. Essential personnel will be expected to report for duty unless otherwise indicated by Cuyahoga County Executive's Office, stating the staff should not attempt to travel. Essential personnel include:
 - 1. Emergency Response Team 1 (Appendix B)

2. Centralized Intake Staff
 3. Home Support Staff
 4. Director of Nursing
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 4. If staff are not able to reach critical care clients due to travel conditions, those clients must be contacted to determine if EMS needs to be contacted.

VIII. Non-Emergency Communications

- A. During instances when DSAS distributes communication through ReadyNotify that is for informational and internal purposes only and not considered to be an "emergency", the communication must be sent to the DSAS Administrative Officer.
- B. If the message is "non-emergency" but is to be distributed county-wide, the County Communications Office will send out this information based on information sent by the DSAS Administrative Officer
- C. The Office of Emergency Management will receive notification of any correspondence sent through ReadyNotify by DSAS staff.
- D. Should the DSAS Administrative Officer be unavailable, the manager of the DSAS Performance Management/Quality Assurance will handle these responsibilities.

APPENDIX A

Centralized Intake Hotline Manual Rollover

Dial 443-5993 from any phone, or 1172 from any internal desk.

The PIN is 12345. From there you choose: Automatic, Open or Closed. (Manually Automatic Press 3, Manually Open Press 1 Manually Closed Press 2)

If you experience difficulty please contact: The ISC HELP Desk at: 443-8007

APPENDIX B

Emergency Response team 1

1. DSAS Administrator
2. DSAS Executive Officer
3. Deputy Administrator – Community Programs
4. Deputy Administrator – Clinical Programs
5. Office on Aging administrator
6. PCS administrator
7. Administrative operations supervisor
8. Fiscal administrator
9. APS Chief*

Other Emergency Response players

1. QA supervisor (stats) – QA program officer as back-up
2. Procurement & Contractual Services (call centers)
3. Office on Aging program officers (call centers)
4. Options administrator – designate Operations supervisor as back-up
5. Director of Nursing – Assistant Director of Nursing back-up
6. APS Chief – need back-up
7. Options case managers (contact clients)
8. Nurses (direct service; contact clients)
9. Home Health Aides (direct service; contact clients? Discussion for 9/11 level plan)
10. APS workers (contact clients)
11. Emergency/Triage workers (person carrying phone(s))
12. Administrative assistants (call center)
13. Centralized Intake Staff