Region 9 AAA	Local Policy #	V-09
Policy Name:	Emergency Response Policy	
Original Policy Date:	May 2026	
Review Date:		
Revise Date:		

Policy:

NEMCSA – Region 9 Area Agency on Aging's (AAA) Emergency Response Policy outlines procedures to ensure participant safety and service continuity during emergencies such as inclement weather, natural disasters, fires, and power outages. This policy aligns with requirements from the Michigan Department of Health and Human Services (MDHHS), which mandate that agency providers, including MI Choice waiver agencies, maintain a written contingency plan for emergencies that pose a serious threat to participant health and welfare. Each provider must be equipped to continue essential services during short-term disasters, such as tornados, snowstorms or power loss, and must train staff on proper procedures and the county emergency response plan. This policy also supports uninterrupted meal delivery to Home-Delivered Meal (HDM) participants, including provisions for shelf-stable meals and informal support involvement. Additionally, during emergencies, services and outreach must be prioritized based on the immediacy of participant need and the availability of informal supports. This policy ensures that staff and subcontractors can respond quickly, consistently, and in compliance with state standards to protect participant well-being.

Purpose:

This policy establishes procedures for subcontracted providers in responding to declared or observed emergencies, including tornadoes, fires, extreme weather (heatwaves, ice storms, flooding), and power outages. The goal is to ensure the safety and wellbeing of participants receiving long-term care services and to maintain critical supports during emergencies.

Expectations for Subcontracted Providers During Emergencies

All subcontracted providers delivering direct care services—such as but not limited to, Community Living Supports (CLS), Respite, Nursing, Med Management, Private Duty Nursing (PDN), and Home-Delivered Meals (HDM) are expected to adhere to the following emergency preparedness and response procedures. These expectations align with MDHHS requirements and are critical for ensuring participant health and safety during emergency events.

1. Emergency Preparedness Plans - All providers must maintain an up-to-date internal Emergency Plan.

2. Participant Status Checks - Providers are responsible for checking on participants during scheduled in-person service visits.
    a. If conditions prevent safe in-person contact, providers must attempt to reach participants by phone or other available means.

    b. Any concerns related to participant safety, inability to make contact, or unmet critical needs (e.g., lack of oxygen, heat, food) must be reported to the assigned Supports Coordinator (SC) immediately.

3. Service Interruptions - If services cannot be delivered due to hazardous conditions (e.g., road closures, power outages, extreme weather), providers must:
    a. Notify the SC without delay.
    b. Clearly document the reason for the interruption in accordance with Medicaid standards.
    c. Offer alternative solutions if possible (e.g., rescheduling, shelf stable meal drop-off, remote contact).

4. Staff Safety - Subcontracted provider staff are not required to deliver services when doing so would compromise their safety. However, all decisions to withhold services for safety reasons must be documented clearly, including the specific risk or condition that prevented service delivery.